salmat elearning

# Skills Optimiser
# User Guide

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V5.3

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# About Skills Optimiser

Skills Optimiser is a skills, competency, role profile and competency management tool that links directly to organisational hierarchical skills and role development, assisting in ensuring that staff have the skills, knowledge and compliance training to perform well in their jobs. Skills Optimiser also adds value to internal succession planning and recruitment by providing detailed real-time data on employee skill sets beyond that of a traditional LMS database.

Skills Optimiser is based on the code base and framework of Aframe OLAMS. Aframe OLAMS (Online Learning and Assessment Management System) is a server based application used to manage and administer the deployment of learning resources and assessment material to learners. A flexible learner management structure allows you to schedule and distribute learning resources and assessment items in a way that suits your organization.

Skills Optimiser allows you to share your learning and assessment items with your colleagues, create and deploy courses, track learners' skills and competencies and record other learning activities and outcomes. Once you have deployed the learning resources, assessments, skills and skills sets you can monitor learner progress, complete any manual marking, Training Needs Analysis (TNA) or personalized feedback and release results to your learners – from any computer connected to the internet (i.e. office, school, home or any other remote location).

## Overview

| | |
|---|---|
| **Users** | All Users have a User account created for them. There are four types of Users with different levels of system privileges. |
| **Groups** | Allows you to create new role and location groups, edit existing role and location groups and delete role and location groups. |
| **Resources** | Resources are uploaded to be deployed to Users and include:<br>• **Assessments/Evaluations (ASM/EVL)** – Tests that Learners undertake<br>• **Learning Resources (LRD)** – Any learning or training materials and resources<br>• **Activities (ACT)** – is either an activity that Users need to complete or a record of an activity they have already completed<br>• **Competency (CMP)** – is a skill or requirement that a User needs to demonstrate that they are competent in performing |
| **Training** | Training is the deployment of your Resources (Activities, Assessments/Evaluations, Competencies and Learning Resources) and Courses (comprising one or more Resources) to Learners and groups of Learners. |

| | |
|---|---|
| | Allows you to track and mark training. |
| | Allows you to create, edit and delete new skills, skill sets and role profiles. |
| | The Reports section guides you through creating a variety of Reports which can then be exported and saved into Excel and CSV file formats. |
| | From the Admin area, view and manage the Skills Optimiser software license status, change your password and logout of Skills Optimiser. |
| | The User Manual allows you to browse the online help manual for Skills Optimiser. |
| | Allows you to logout of Skills Optimiser. |

# Setup

Firstly, you should setup Skills Optimiser to suit your organisation.  Simply follow the setup instructions and create role groups, location groups and users tailored for your organisation.

Once the Administrator has created role groups, location groups and users, a Trainer can publish Activities, Assessments, Competencies and Learning Resources for Learners to complete, as well as create new skills and skill sets to associate to groups and/or learners.

# Getting Started

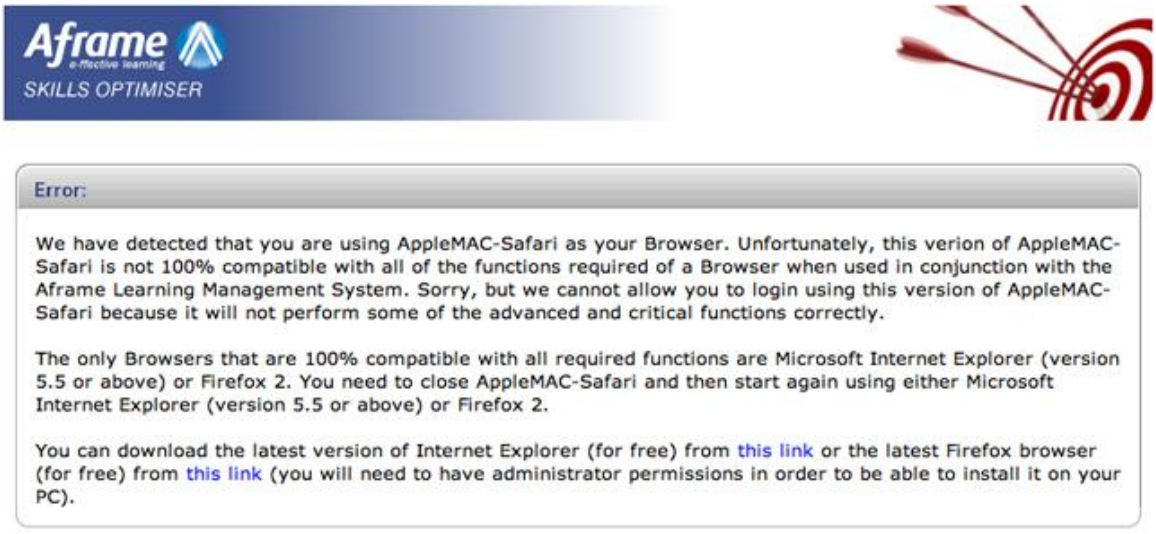
There are a number of steps that should be taken when getting started with Skills Optimiser:

- Check that your browser and the browsers that learners will be using to access Skills Optimiser meet minimum requirements.
- Develop customised email templates.

## Learner Browser Requirements

Before a Learner can sit an assessment, it is necessary to ensure that they are running either Microsoft Internet Explorer 5.5 or higher or Mozilla Firefox 2.0 or higher. The system performs a check on the learner's browser version and will display the following screen if the browser they are using is not either Microsoft Internet Explorer 5.5 or above or Mozilla Firefox 2.0 or higher.

**Note**: If the Learner's browser is incompatible then the following screen will be shown when they try to access Skills Optimiser:


Aframe
e-ffective learning
SKILLS OPTIMISER
Error:
We have detected that you are using AppleMAC-Safari as your Browser. Unfortunately, this verion of AppleMAC-Safari is not 100% compatible with all of the functions required of a Browser when used in conjunction with the Aframe Learning Management System. Sorry, but we cannot allow you to login using this version of AppleMAC-Safari because it will not perform some of the advanced and critical functions correctly.
The only Browsers that are 100% compatible with all required functions are Microsoft Internet Explorer (version 5.5 or above) or Firefox 2. You need to close AppleMAC-Safari and then start again using either Microsoft Internet Explorer (version 5.5 or above) or Firefox 2.
You can download the latest version of Internet Explorer (for free) from this link or the latest Firefox browser (for free) from this link (you will need to have administrator permissions in order to be able to install it on your PC).

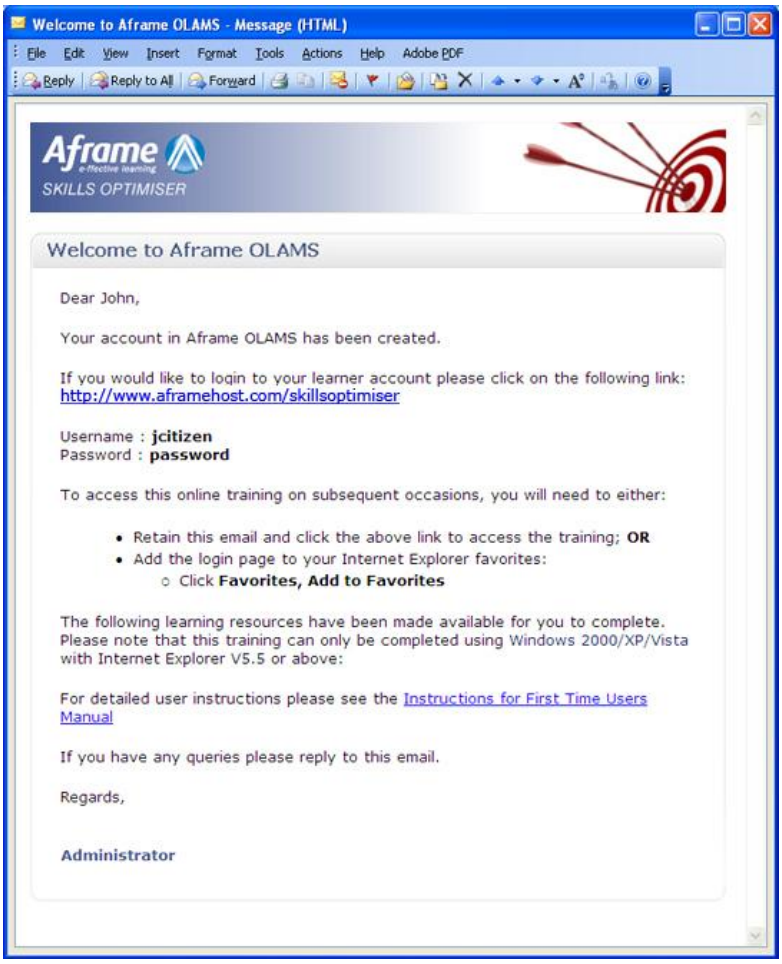
# Customisable Email Templates

Skills Optimiser allows you to communicate with your learners through automatically generated emails. These emails are used throughout the system, and are customized by the administrator.

The customised emails can be used when creating a new user, editing an existing user, creating training, when a learner completes a course, editing an existing training item or when importing a large list of users into the system. Each email can be customized to allow greater communication to users. The New User email is shown below.

If you are using Salmat Learning Hosting to host your version of Skills Optimiser, you will need to send your customized email templates to your Salmat Learning Customer Service Manager, they will then load them for you. If you require assistance in creating these templates please contact our Technical Support team on 1800 701 109 or email support@salmatelearning.com.au

If you are hosting your own version of Skills Optimiser and wish to change the Email Templates, open the folder called 'EmailTemplates' from the root directory. In this folder is a file called InstructionForEmailTemplate.txt. Within this file are the instructions for making the necessary changes. If you require any further assistance please contact your Salmat Learning Customer Service Manager.

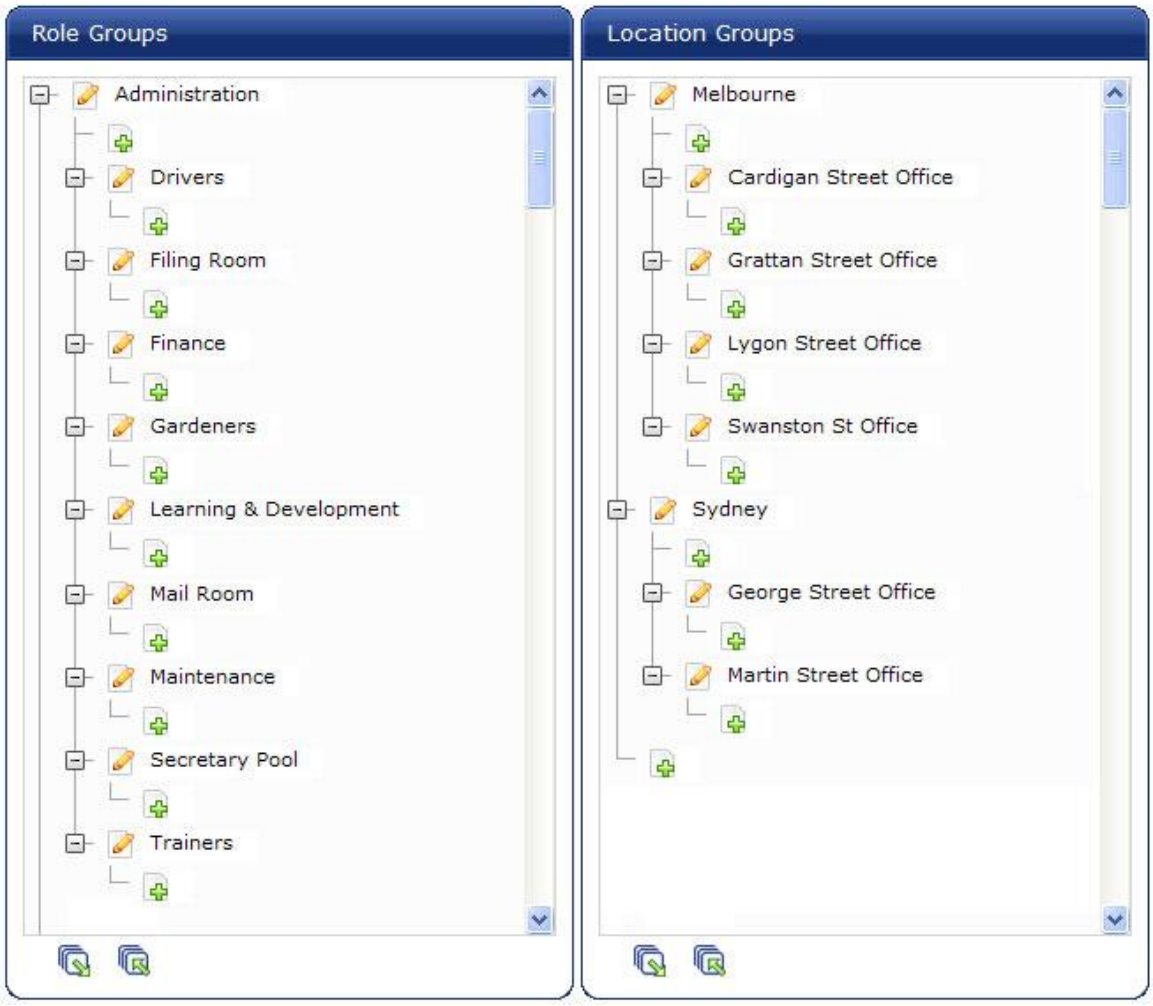

Welcome to Aframe OLAMS - Message (HTML)
File Edit View Insert Format Tools Actions Help Adobe PDF
Reply Reply to All Forward
Aframe
SKILLS OPTIMISER
Welcome to Aframe OLAMS
Dear John,
Your account in Aframe OLAMS has been created.
If you would like to login to your learner account please click on the following link:
http://www.aframehost.com/skillsoptimiser
Username : jcitizen
Password : password
To access this online training on subsequent occasions, you will need to either:
Retain this email and click the above link to access the training; OR
Add the login page to your Internet Explorer favorites:
Click Favorites, Add to Favorites
The following learning resources have been made available for you to complete.
Please note that this training can only be completed using Windows 2000/XP/Vista with Internet Explorer V5.5 or above:
For detailed user instructions please see the Instructions for First Time Users Manual
If you have any queries please reply to this email.
Regards,
Administrator

# Groups

For effective management of Learners, Skills Optimiser allows you to create Groups. Groups are a convenient way to logically arrange learners and enable the efficient scheduling of Resources and allocation of skills, skill sets and role profiles. You can schedule training for a whole Group, several Groups at once, or just one Learner. For security reasons, only Administrators are able to create, edit and manage Groups.

There are two types of groups that can be created; **role groups** and **location groups**. Skills, skill sets, role profiles and training can be assigned to multiple role or location groups.

Any number of role or location groups can be created within a hierachy (of up to ten levels) so that you can create a group structure to fit your requirements exactly. For example:




Talk to your Salmat Learning Consultant for advice on the best way to structure your groups.

# Viewing Groups

There are two types of groups in Skills Optimiser; Role Groups and Location Groups.

## Role Groups

Skills Optimiser enables you to view all role groups at once, so that you can see the overall role group structure.

1. Click the Groups button, and then click on Role.

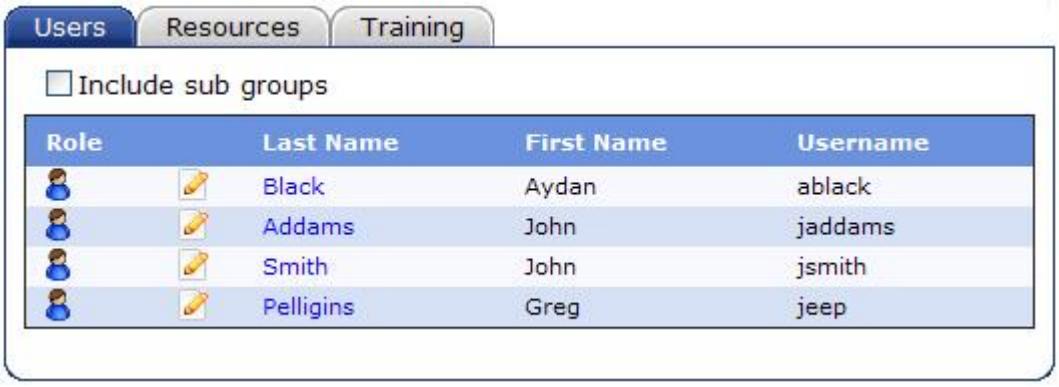
2. Role Group hierarchies can be expanded to view details, or can be collapsed to view only the higher level groups:

   + **Expand the selected group -** Allows you to see all the lower nested groups below this group name.
   - **Collapse the selected group -** Allows you to see just the higher-level group name.

   **Expand all role groups –** Allows you to fully expand the role group hierarchy

   **Collapse all role groups –** Allows you to fully collapse the role group hierarchy

   When viewing role groups, it is also possible to view details on the Users, Resources and Training associated with a certain groups. To do this, click on the name of the role group you wish to view more information about. The following panel will be displayed, and can be navigated by clicking on the Users, Resources or Training tabs at the top of the panel:




## Location Groups

Skills Optimiser enables you to view all location groups at once, so that you can see the overall location group structure.

1. Click the Groups button, and then click on Location.

2. Location Group hierarchies can be expanded to view details, or can be collapsed to view only the higher level groups:

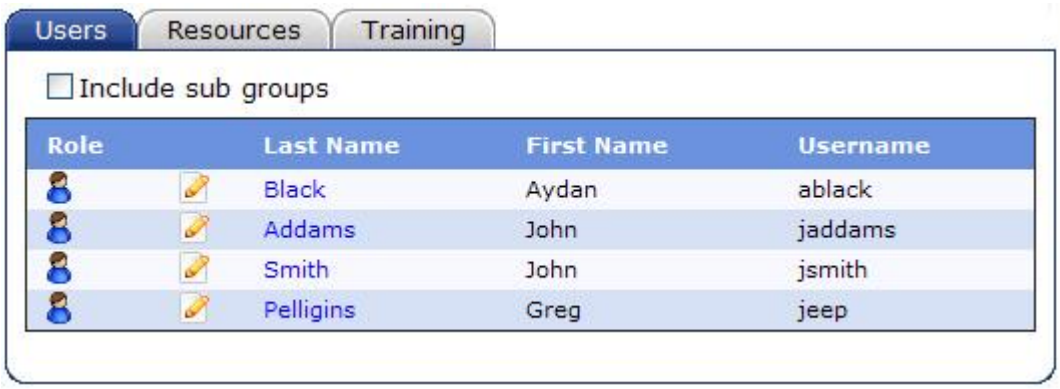
   + **Expand the selected group –** Allows you to see all the lower nested groups below this group name.

- **Collapse the selected group -** Allows you to see just the higher-level group name.

**Expand all role groups –** Allows you to fully expand the location group hierarchy

**Collapse all role groups –** Allows you to fully collapse the location group hierarchy

When viewing role groups, it is also possible to view details on the Users, Resources and Training associated with a certain groups. To do this, click on the name of the role group you wish to view more information about. The following panel will be displayed, and can be navigated by clicking on the Users, Resources or Training tabs at the top of the panel:




# Creating Groups

Before you start, decide on the hierarchy and group structure you wish to use. As a security feature, only Administrators can maintain groups. Skills Optimiser allows you to have up to 10 levels of groups, all of which can contain as many learners as required. You can add as many groups as your organisation requires at each level.

When deciding on the structure of groups, bear in mind that the grouping of users allows you to schedule a resource for all users within a group in one go. As such, the use of groups and sub-groups allows you to separate users according to the training they require.

## Role Groups

1. Click the Groups button, and then click on Role.
2. To create a new role group:

**Create a New group -** Under each role group a new blank group will always appear that you can rename. Click on the icon to create a new group – click the Save icon ( ) to save the new role group. You may have up to ten levels in your group hierarchy.

## Location Groups

1. Click the Groups button, and then click on Location.

2. To create a new location group:

**Create a New group -** Under each location group a new blank group will always appear that you can rename. Click on the icon to create a new group – click the Save icon ( ) to save the new location group. You may have up to ten levels in your group hierarchy.

# Editing and Deleting Groups

Skills Optimiser allows to you change group names (even after you have assigned learners to it) and delete groups enabling you to easily modify your group structure. Group names can be as long as required.

Once you delete a group, it will no longer be displayed in the group page. If a group or one of the sub-groups below it contains existing users, resources, training or skills then it cannot be deleted. To delete such a group you must first empty it by either deleting the items or moving the items to another group.

From either the Role Group or Location Group page, to edit or delete an existing group:

**Edit or Delete a Group**

Click on this icon ( ) next to the group you wish to edit. Make any changes you require then click on one of the following three options:

- To save the group, click the Save icon

- Close group without saving changes

- Delete the group

# Users

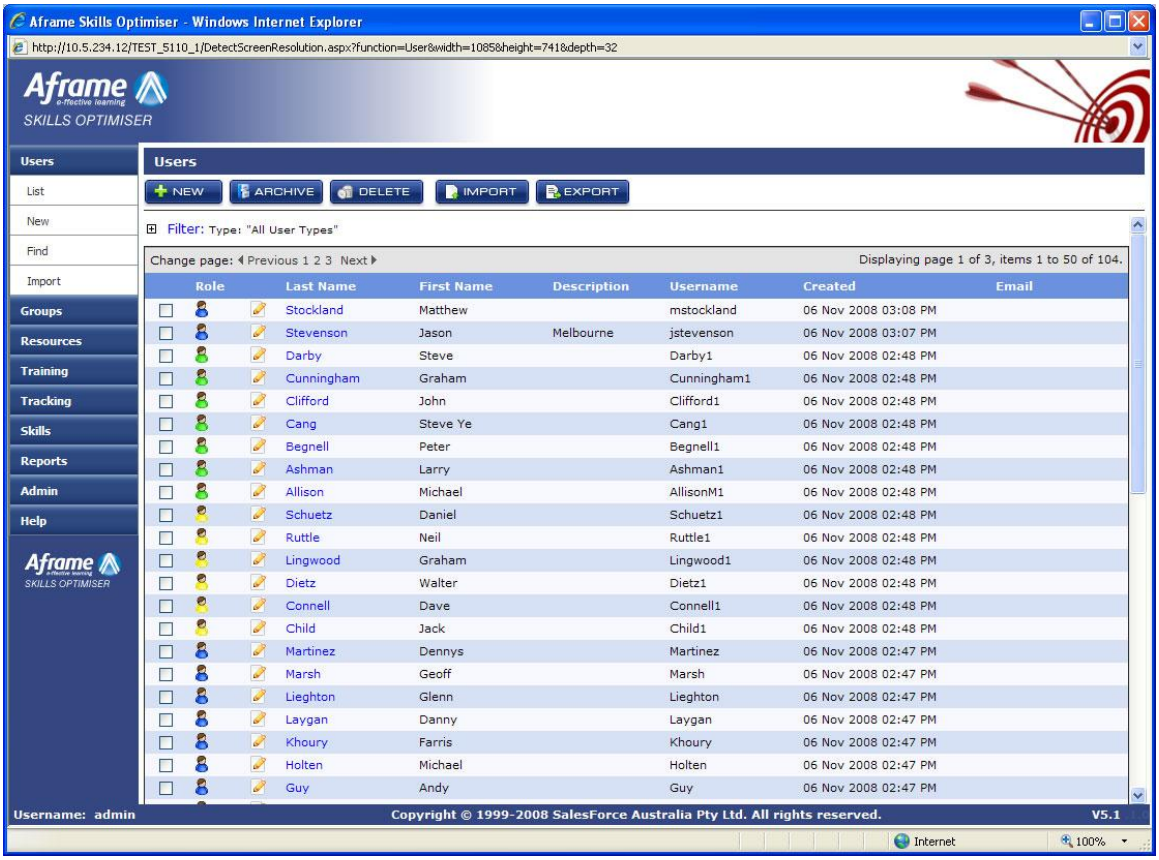
All users of Skills Optimiser must be assigned a user account. Within this account all necessary information pertaining to each individual User is kept. A User can be created as a Learner, Trainer, Manager or an Administrator. Each User type has different access privileges (defined later on in this document). Skills Optimiser allows you to enter users individually or to import lists of users, directly into your configured groups.

## Viewing Users

1. Click the Users button, and click on the List button to view all users. Users are displayed in alphabetic order of their Last Name by default.

2. Click on each column heading to sort users by the selected column.

3. To send an email to an individual User, simply click on their email address


Aframe Skills Optimiser - Windows Internet Explorer
http://10.5.234.12/TEST_5110_1/DetectScreenResolution.aspx?function=User&width=1085&height=741&depth=32
Aframe
SKILLS OPTIMISER
Users
List
New
Find
Import
Groups
Resources
Training
Tracking
Skills
Reports
Admin
Help
NEW
ARCHIVE
DELETE
IMPORT
EXPORT
Filter: Type: "All User Types"
Change page: Previous 1 2 3 Next
Displaying page 1 of 3, items 1 to 50 of 104.
Role
Last Name
First Name
Description
Username
Created
Email
Stockland Matthew mstockland 06 Nov 2008 03:08 PM
Stevenson Jason Melbourne jstevenson 06 Nov 2008 03:07 PM
Darby Steve Darby1 06 Nov 2008 02:48 PM
Cunningham Graham Cunningham1 06 Nov 2008 02:48 PM
Clifford John Clifford1 06 Nov 2008 02:48 PM
Cang Steve Ye Cang1 06 Nov 2008 02:48 PM
Begnell Peter Begnell1 06 Nov 2008 02:48 PM
Ashman Larry Ashman1 06 Nov 2008 02:48 PM
Allison Michael AllisonM1 06 Nov 2008 02:48 PM
Schuetz Daniel Schuetz1 06 Nov 2008 02:48 PM
Ruttle Neil Ruttle1 06 Nov 2008 02:48 PM
Lingwood Graham Lingwood1 06 Nov 2008 02:48 PM
Dietz Walter Dietz1 06 Nov 2008 02:48 PM
Connell Dave Connell1 06 Nov 2008 02:48 PM
Child Jack Child1 06 Nov 2008 02:48 PM
Martinez Dennys Martinez 06 Nov 2008 02:47 PM
Marsh Geoff Marsh 06 Nov 2008 02:47 PM
Lieghton Glenn Lieghton 06 Nov 2008 02:47 PM
Laygan Danny Laygan 06 Nov 2008 02:47 PM
Khoury Farris Khoury 06 Nov 2008 02:47 PM
Holten Michael Holten 06 Nov 2008 02:47 PM
Guy Andy Guy 06 Nov 2008 02:47 PM
Username: admin
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Internet
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## Creating Users

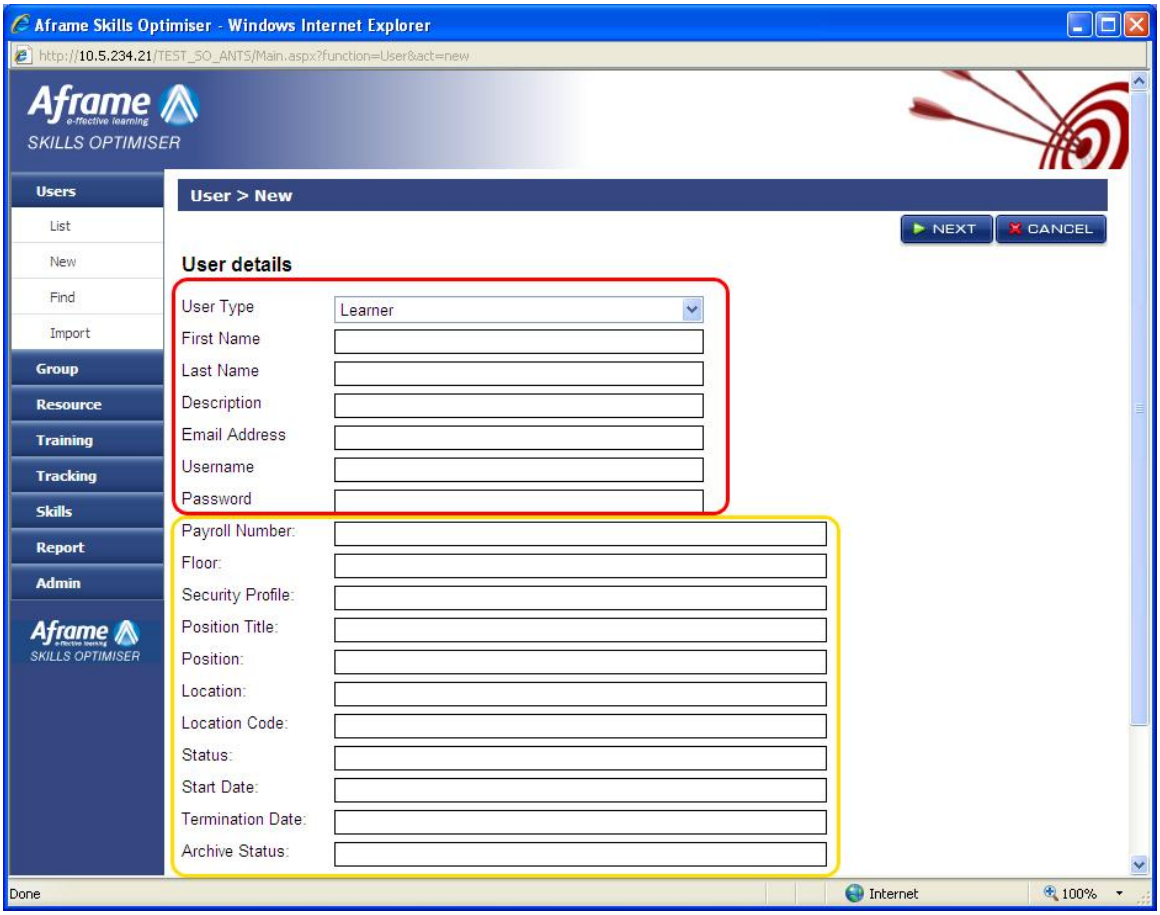
Skills Optimiser allows you to record all the necessary information about each User. Users can be directly added, or can be imported from your existing lists or database.

Users who are created as Learners, Trainers or Managers can be assigned to Role and/or Location Groups. Administrators are not assigned to Groups, as Groups are used for the scheduling of training and allocation of skills, and Administrators would not normally be completing training or achieving skills.

## Custom User fields

Skills Optimiser allows you to be flexible with the information you store about each User. In addition to the User information fields provided, up to 30 Custom User Fields can be created to meet your requirements. See your Salmat Learning Customer Service Representative for more information.

The red area marked on the New User screen (below) shows the default attributes that can be set for Administrators, Trainers, Managers and Learners. If you need more than these 7 default fields then contact us and we can customise up to 30 Custom User fields. The yellow area on the screen shot on the next page shows an example of a Skills Optimiser system that uses Custom User Fields.



## User Privileges

The following table compares the main operations performed by the various user types in Skills Optimiser. Skills Optimiser has been designed to allow the Administrator to do tasks that are typically performed by the Trainer, as the Administrator may also be a Trainer.
**Please Note**: It is recommended that you set up your role and location group structure before adding users.

| | Learner | Trainer * | Manager | Administrator |
|---|---|---|---|---|
| **Group Setup** | | | | √ |
| **User Setup** | | √ | | √ |
| **Allocate Licenses** | | √ | | √ |
| **Publish Resources** | | √ | | √ |
| **Schedule Resources** | | √ | | √ |
| **Complete Training** | √ | | | |
| **Marking** | | √ | √ | √ |
| **Reporting**** | √ | √ | √ | √ |
| **Viewing results** | √ | √ | √ | √ |
| **Changing own password** | √ | √ | √ | √ |
| **Changing any password** | | √ | | √ |

* Please note that a Trainer by default has all of the same access rights as an Administrator except they cannot create another Trainer or Administrator account. However it is possible to "globally" configure Trainer accounts to only have access to certain areas of the Administration functions, such as disabling the 'Users' or 'Training' sections.

** Learners can only report on their own training. Managers and Trainers can report on training assigned to their learners or training that has explicitly been shared with the Manager or Trainer. Administrators can report on all training.

The following table represents the privileges of each of the four user types, in terms of user creation, user reporting and the ability to add, edit and delete Learner Notes.

| | View the names of | Has the ability to report on | Can create, edit, archive & delete | Has the ability to add learner notes on a | Can edit & delete learner notes for a |
|---|---|---|---|---|---|
| **Learner** | - | Learner (1) | - | - | - |
| **Manager** | Learner (2) | Learner (2) | - | Learner (7) | Learner (9) |
| **Trainer** | Learner<br>Manager<br>Trainer<br>Administrator | Learner<br>Manager (5)<br>Trainer (3)<br>Administrator (6) | Learner (11)<br>Manager (11) | Learner (8) | Learner (9) |
| **Administrator** | Learner<br>Manager<br>Trainer<br>Administrator | Learner<br>Manager (5)<br>Trainer (4)<br>Administrator | Learner<br>Manager<br>Trainer<br>Administrator | Learner (8) | Learner (10) |

(1) Learners can only report on themselves (not other Learners).
(2) Manager will see only the Training and the Learners they have permission to view.
(3) Trainers cannot see the other Trainers' Training (Schedules) or list of Learners on this report.
(4) Administrators see the Trainers' Training (Schedules) that they have created and/or shared with the Trainer.
(5) This report shows the Training and the Learners that this Manager can see when they login.
(6) This is allowed because the report on an Administrator only shows the summary area.
(7) Managers can only add learner notes for Learners they are associated with in Skills Optimiser.

(8) Trainers and Administrators can add Learner Notes for any Learner.
(9) Managers and Trainers can only edit and delete Learner Notes that they have created.
(10) Administrators can edit and delete Learner Notes for all Learners
(11) Trainers can only delete and archive learners that they have permissions over. Trainers can create and edit managers, but cannot delete or archive managers.

## User Privileges (Skills)

| Function | Learner | Manager | Trainer | Admin |
|---|---|---|---|---|
| Skills: Create, Edit and Delete. | ☒ | ☒ | ☑(1) | ☑ |
| Associate Skills to Training. | ☒ | ☒ | ☑(6) | ☑ |
| Role Profiles: Create, Edit and Delete. | ☒ | ☒ | ☑(1,7) | ☑ |
| Create / Edit Learner (and assign Roles) | ☒ | ☒ | ☑(3) | ☑ |
| Training Needs Analysis: View, Mark skills off. | ☒ ☑(2) | ☒ ☑(8) | ☑(3) | ☑ |
| Adding skills to individual Learner. | ☒ | ☒ | ☑(3) | ☑ |
| Deleting skills from individual Learner. See note (11) | ☒ | ☒ | ☑(3) | ☑ |
| Roles and Locations: Create, Edit and Delete | ☒ | ☒ | ☒ ☑(5) | ☑ |
| View Learner Development Plan | ☑(4) | ☑(9) | ☑(3) | ☑ |
| View Learner Skills Tree | ☑(4) | ☑(9) | ☑(3) | ☑ |

(1) A Trainer has permission to create, edit, delete and report on these.

(2) Learner can mark skills if they have been given permission by TAM. When they mark skill this status change has to be approved by TAM before final status change is made (prior to approval, all screen and reports show “In Development”).

(3) Trainers can only see (report on) and assign SK, SS, RPs and Training to the Learners that they have permission over.

(4) Learners can only view this for themselves.

(5) Defined in Web.Config file as either allowed or disallowed on global basis (separate settings for create, edit and delete).

(6) A Trainer can only associate Training that they have permission to see, with Skills that they create/edit.

(7) A Trainer can only create Role Profiles using Skills/Skill Sets that they created or have been shared with them.

(8) Defined in the Web.Config file so we can allow/disallow Managers from conducting Manual TNAs.

(9) Managers can view their Learners Dev Plan and Skills Tree by view a report on that individual Learner (One Learner, All Details report)

# Add a Learner

1. Click the Users button, and click on the New button to load the New User wizard.

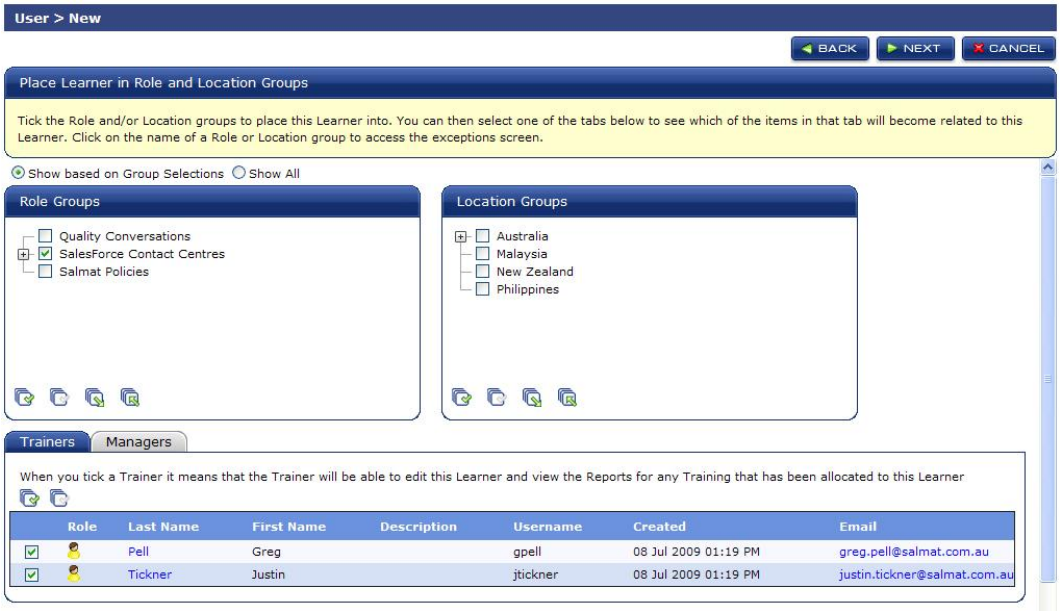
2. Enter the Learner's details, in the following fields:

| Field Name: | Format: |
|---|---|
| First name | Maximum 15 characters |
| Surname | Maximum 15 characters |
| Description | Maximum 25 characters |
| Email address | Correct email format (e.g. name@name.com) |
| Username * | Minimum 3 characters, maximum 50 characters |
| Password * | Minimum 3 characters, maximum 50 characters |

* Mandatory fields

3. Select the User Type: Learner. Click on the NEXT button.

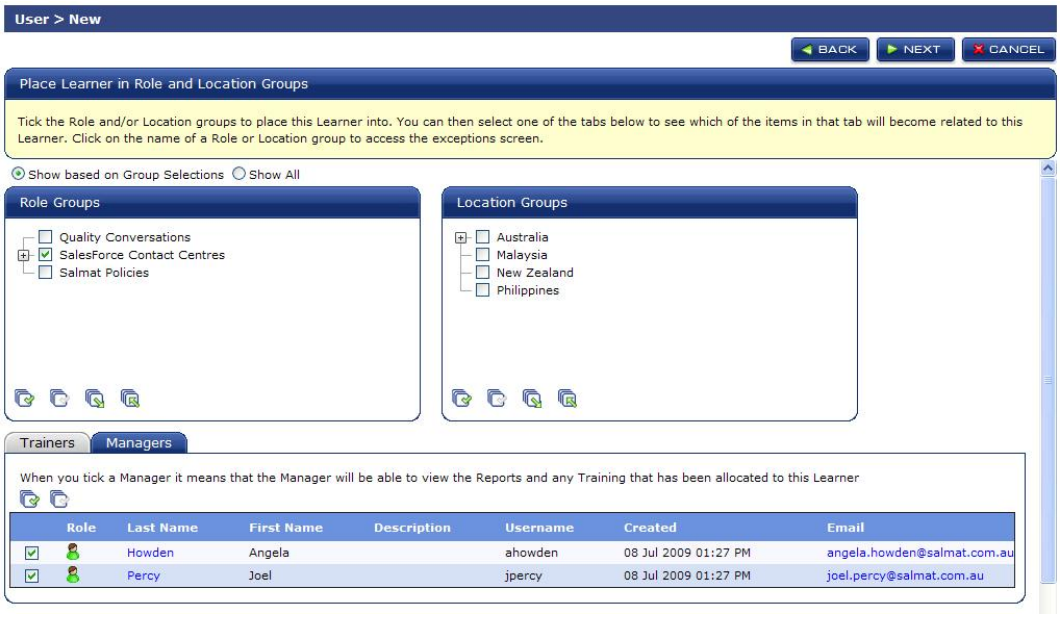
4. Select the Role and Location Groups that the Learner will be allocated to. To do this, check the box next to the group(s) that you wish this learner to be allocated to.




Below the groups panels is the Group Based Selector. From here, you can see the Trainers and Managers that are assigned to the new Learner based on the groups ticked. The Trainers list is shown by default.

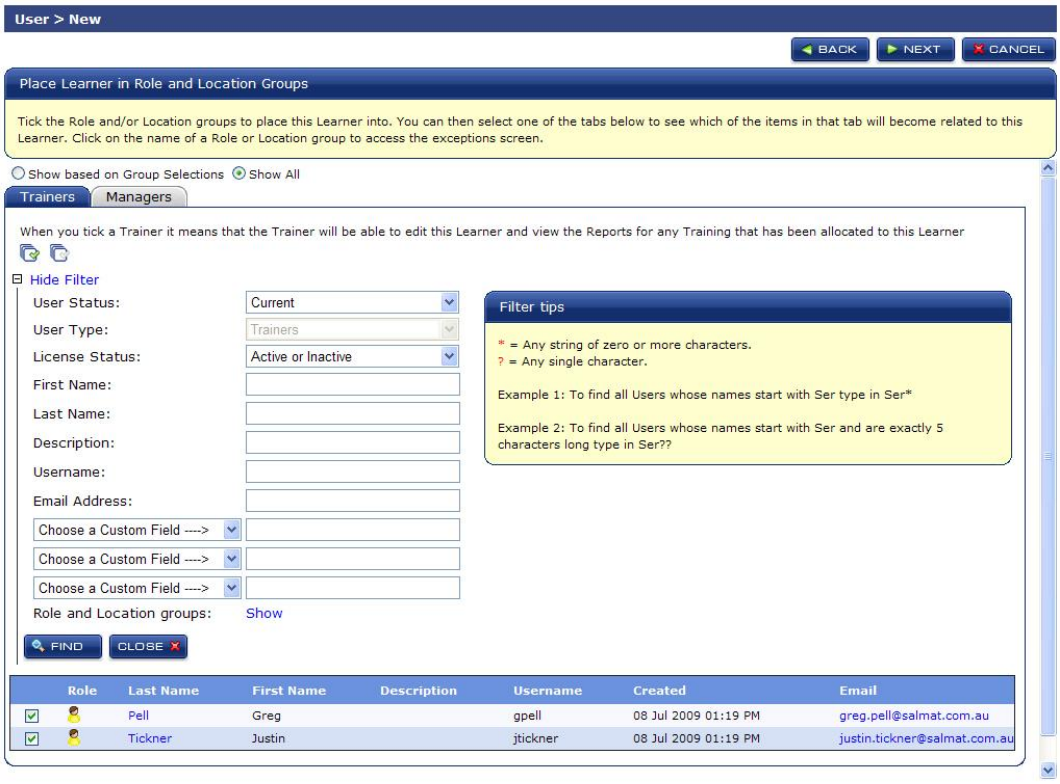
To see the Managers associated with this new Learner, click 'Managers' on the Group Based Selector. To see the Trainers associated with this new Learner, click 'Trainers' on

the Group Based Selector.




You can add or remove trainers and managers from the groups chosen by unticking the checkbox next to the name of the trainer/manager. To add trainers or managers to this learner that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of trainers/managers by all the filter options that are also available from the Users screen (see below).


User > New
BACK
NEXT
CANCEL
Place Learner in Role and Location Groups
Tick the Role and/or Location groups to place this Learner into. You can then select one of the tabs below to see which of the items in that tab will become related to this Learner. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Trainers
Managers
When you tick a Trainer it means that the Trainer will be able to edit this Learner and view the Reports for any Training that has been allocated to this Learner
Hide Filter
User Status:
Current
User Type:
Trainers
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Role
Last Name
First Name
Description
Username
Created
Email
Pell
Greg
gpell
08 Jul 2009 01:19 PM
greg.pell@salmat.com.au
Tickner
Justin
jtickner
08 Jul 2009 01:19 PM
justin.tickner@salmat.com.au

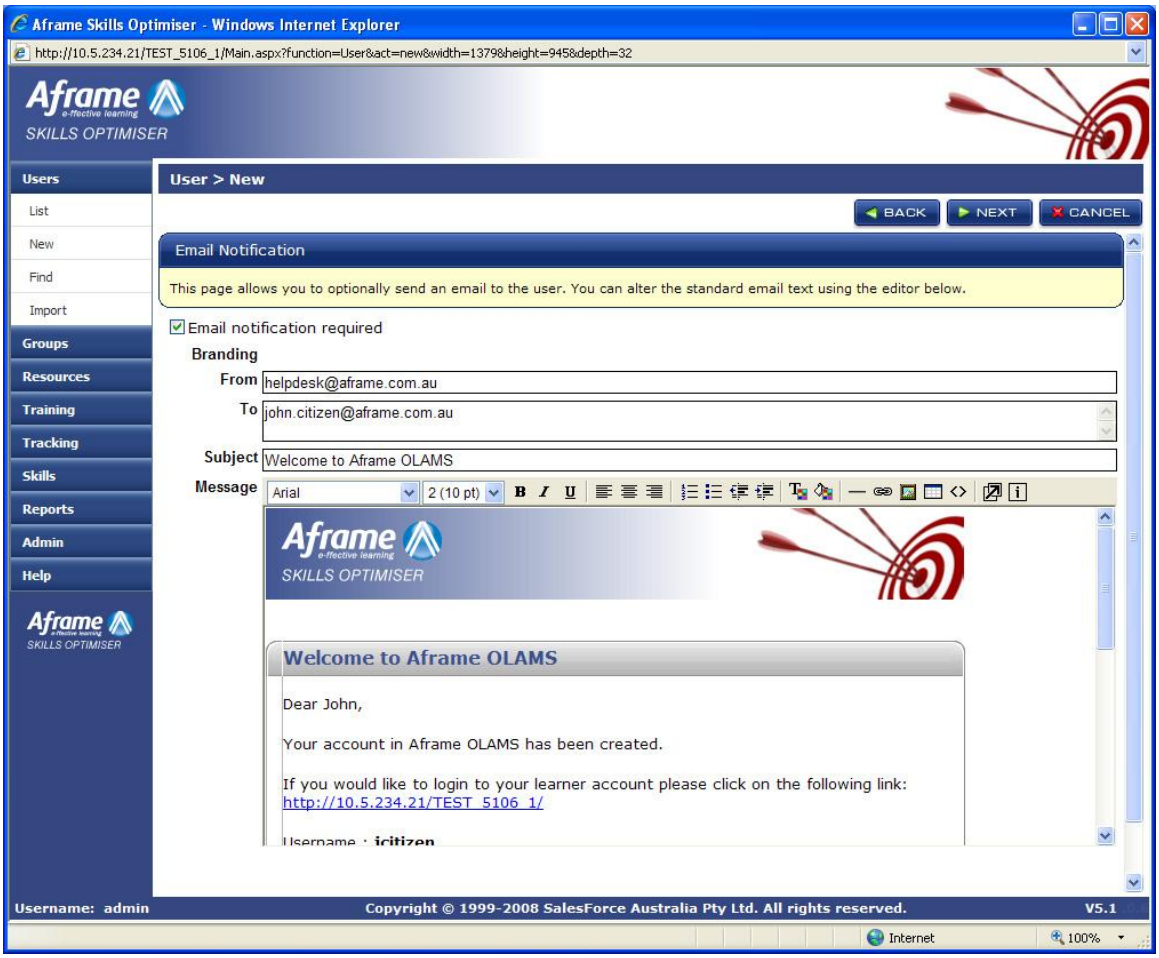
Click on the button once you have made all your required exceptions.

5. If the User is a Learner, and if the role/location groups that the Learner has been allocated to have had skills assigned to them, the skills will be listed. Click on the button.

6. If there are existing Resources or Courses that have been scheduled to the group(s) that you selected then these will be displayed. Select from this list the training you would like the User to be included in, if any. By clicking on the button next to a training item you can specify a different start or end date for the training that will be **exclusive** to this learner.

   Any training that has been allocated to a skill the Learner has been assigned will be listed. By clicking on the button next to a training item you can specify a different end date for the training that is exclusive to this learner. Click on the button.

7. The Email Notification screen will appear with an automatically generated email notifying the Learner that they have been added to the system, providing a hyperlink for them to access Skills Optimiser and their username and password details. You can modify this email before sending it if you wish by using the HTML editor, as seen below. Use the toolbar to format the text, insert picture or change the colour of the background. For more information please see the section 'Customisable Email Templates'. If you do not wish to send this email, deselect the checkbox 'Email Notification Required'. Click on the button.




8. The Summary screen will appear listing the details for the newly created Learner. If you wish to make any changes, click on the

button to scroll back through the screens again and make any required changes.

9. Once the details are correct, click on the

button. The Learner has been created.

# Importing a List of Users

You can import lists of Users directly into Skills Optimiser using a .csv file. Only Learners, Trainers and Managers can be imported using this method, however only one type of user can be imported in the .csv file. The import function allows a large number of users to be imported, and also email their account details. The user can change their own password when they log on.

Skills Optimiser allows you to import the following attributes for a Learner:

- Username
- Password
- First name
- Surname
- Description
- E-mail address
- Role group(s)
- Location group(s)
- Role (Trainer, Manager or Learner)
- Custom User Fields (see Creating Users – Custom User Fields).

**Please Note:** See 'Add a User' above for details on format restrictions for each field.
**Please Note:** Administrators cannot be imported using this method.

## Create the user list ready for import

Before you import a large list, it is a good idea to do a test using a list of two or three users to make sure the users are imported correctly.

1. Create your user list in Excel and put data in columns in the following order:

| Username | Password | First Name | Last Name | Description | E-mail Address | Role Group(s) | Location Group(s) | Role |
|---|---|---|---|---|---|---|---|---|

The file you import must conform to the following business rules:

- If a Group exists in a User record, then the corresponding Role type (LEARNER, TRAINER or MANAGER) must be a Learner
- Imported Users must not already exist in the system
- Imported Role and Location Groups must already exist in the system
- If the username is left blank then a username based on the first letter of the first name and entire last name will be created (if more than one user would have the same username through this method, then a number is added onto the end in increments of one)
- If the password is left blank then a password made from alpha and/or numeric characters will automatically be created

2. Make sure you save your spreadsheet as a **.CSV** (comma separated value) file.

**Example of a valid .CSV user import file:**

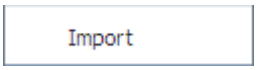
```
Username,Password,Firstname,Lastname,Description,Email,RoleGroup,LocationGroup,Role
pdrew,password,paul,drew,HR Manager,paul@example.com.au,,,TRAINER
peter,password,peter,drew,Salesman,peter@example.com,,,LEARNER
```

harry,password,Harry,Smith, Employee,email60@hotmail.com,/Group1/GroupA/Group1A | /Group1/GroupB/Groups1B | /Group1/GroupA,/Group1C | /Group1D,LEARNER

The example .CSV file will import 3 users with usernames of 'pdrew', 'peter' and 'harry'. The last one (harry) will be imported into 3 groups. Note that the group levels must be separated by a "/" (forward slash) symbol and group entities must be separated by a | (pipe) symbol. Please also note that TRAINER, MANAGER and LEARNER must be typed in capital letters, and for trainers and managers, the group field should always be left blank.

## Importing a User List without Groups and Roles

1. Make sure you already have a Role/Location Group set up in the system (see Creating Groups).
2. Click the

button, and click on the 

button.
3. Click on 'Browse' and select the .CSV file to be imported. Click on the

button.
4. Click on the

button to alter your file selection or confirm your choice of file to import by clicking on the

button.
5. Use the drop down menu to specify the type of Users you want them to be (Learners, Managers or Trainers). Select the checkbox of the Role/Location Group(s) you want the Users to be in. Click on the

button.
6. The Email Notification screen will appear with an automatically generated email notifying the Users that they have been added to the system, providing a hyperlink for them to access Skills Optimiser and their username and password details. You can modify this email before sending it if you wish. If you do not wish to send this email, deselect the checkbox 'Email Notification Required'.
   Click on the

button.
7. A confirmation screen appears showing your choice of Group(s) and Email information. Click on the

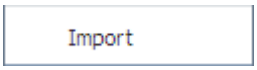
button to scroll back through the screens again and make any required changes. Once the details are correct, click on the

button.
8. An Import Result screen is displayed detailing the total number of users in the file, the number of valid users and the number of invalid users. If any imported users have failed then details will be displayed here. Click on the 'Users' button to view the imported Users.

## Importing a User List with Groups and Roles

1. Make sure you already have a Role/Location Group set up in the system (see Creating Groups).

2. Click the

button, and click on the 

button.

3. Click on 'Browse' and select the .CSV file to be imported. Click on the

button.

4. Click on the

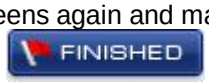
button to alter your file selection or confirm your choice of file to import by clicking on the

button.

5. The Email Notification screen will appear with an automatically generated email notifying the Users that they have been added to the system, providing a hyperlink for them to access Skills Optimiser and their username and password details. You can modify this email before sending it if you wish. If you do not wish to send this email, deselect the checkbox 'Email Notification Required'.
   Click on the

button.

6. A confirmation screen appears showing your choice of Email notification. Click on the

button to scroll back through the screens again and make any required changes. Once the details are correct, click on the 

button.

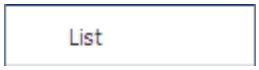
7. An Import Result screen is displayed detailing the total number of users in the file, the number of valid users and the number of invalid users. If any imported users have failed then details will be displayed here. Click on the 'Users' button to view the imported Users.

# Exporting a List of Users

A complete list of Users stored in Skills Optimiser can be exported into a spreadsheet for entry into external systems or for further report manipulation.

To export the user list:

1. Click the

button, and click on the 

button.
2. Click on the

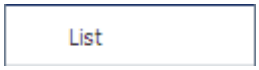
button.
3. You will then be prompted to select whether you want to open or save the file containing the list by clicking on the appropriate button.
4. If you select 'Save' you will then be required to choose the drive/path for the file to be saved to. The file will be saved in .CSV format.
5. If you select 'Open', the application that is associated with viewing .CSV files (e.g.; Microsoft Excel) will open and display the exported user information.

# Editing Users

Skills Optimiser allows the Administrator to modify user details. Administrators and Trainers can modify groups that users are assigned to, reset users' passwords, update e-mail addresses, add descriptions or correct user details.

## Edit the User details or Group membership

1. Click the

button, and click on the 

button.
2. Click on the Edit icon ( ) next to the name of any User and a summary page of that User's details is displayed.
3. Click on the

button. Follow the Wizard prompts and make any required modifications.
4. Click on the

button.

# Manual Training Needs Analysis (TNA)

Training Needs Analysis is a process undertaken by an Administrator or Trainer, in Skills Optimiser, to determine the training that a learner needs in order to possess all the skills required in their job role.

## Conducting a Manual TNA

To conduct a Manual TNA on a Learner, there are two methods.

**Method 1:**

Click the Users button, and click on the List button.

Click the icon next to the learner you wish to conduct the Manual TNA on.

From the User Summary screen, click on MANUAL TNA.

**Method 2:**

Click the Skills button, and click on the Manual TNA button.

Click the TNA icon next to the learner you wish to conduct the Manual TNA on.

1. The Manual TNA screen will appear. This will list all the skills assigned to the learner, or the skills assigned to the role/location groups the learner is a member of. An example of this is shown below:

   To mark the skill as being **achieved**, select 'Achieved'. You can also adjust the date when the skill was achieved, as well as enter some 'notes' regarding the achievement of the skill. This will result in the training associated with this skill NOT being allocated to this learner, with the learner being marked as 'Exempt' from such Training.

   To mark the skill as **not achieved**, select 'Not Achieved'. You can also enter some 'notes' regarding the non-achievement of the skill. This will result in the training associated with this skill being allocated to this learner.

   To mark the skill as **in development**, select 'In Development'. You can also enter some 'notes' regarding the in development mark for this skill. This will result in the training associated with this skill being allocated to this learner.

2. To filter the Skills that are displayed for the Manual TNA, select the Filter box from the top left of the Manual TNA window and change the Filter (to either All, Achieved or Outstanding).

3. To view a **description and information** regarding the skill, click the icon.
4. To view a **TNA history** of the skill for the current user, click the icon.
5. To view a **list of the training** associated with the skill, and the status of that training for the current user, click the icon.
6. To save your changes and finish the Manual TNA, click on the FINISHED button. Otherwise, to cancel conducting the Manual TNA, click CANCEL.

# Filtering Users

You can use the Skills Optimiser Filtering function to locate a user(s). The Skills Optimiser filtering function works in the same way for Users, Tracking and Training.

1. Click the Users button, and click on the Find button.
2. The Users list will load with the filter panel open. To hide the filter panel, click on either 'Hide Filter' or the CLOSE button. To reopen the filter panel, click on 'Filter'.
3. Enter information into one or more of the following fields:

    - User Type (Administrator, Trainer, Manager or Learner)
    - User Status (Active or Inactive, Active, Inactive)
    - First Name
    - Last Name
    - Description
    - Username
    - Email address
    - Custom Fields (select up to 3 custom fields to filter by)
    - Role and Location Groups (click 'Show' and select role/location groups to filter by. If you select both role and location groups, only learners that are in **both** the selected role and location groups will be displayed. To hide the role and location group lists, click 'Hide').

    The use of wildcards (* and ?) are available, for example:

| **Wild Card** | **Example** |
|---|---|
| * - Replace any number of characters in the search criteria with * to search for an unknown word. | Search for the user Ted Schultz, with the last name:<br>Search using: Sch* |
| ? - Replace any character with ? to have that character equal any alpha-numeric character | Search for the user Kate Smog, with the first name:<br>Search using: K?te |

4. Click on the FIND button.

# Archiving Users

1. Click the Users button, and click on the List button.
2. Select the User(s) to be archived by checking the box next to their username(s). To deselect a User, click on the checkbox again and the tick will disappear.
3. Click ARCHIVE.

   The following message is displayed:

Windows Internet Explorer
You are about to archive all users that are selected.
Are you sure you wish to continue?
To continue click OK, to return to the user list click Cancel.
NOTE: Trainers cannot archive Administrators or other Trainers.
OK
Cancel

Click OK. The user(s) is now archived. To view archived users, click 'Filter' from the Users list, select 'Archived' from the User Status drop down box and click FIND.

**Note**: Once a User is archived, they cannot log in to Skills Optimiser but **their results are not removed**. The Usernames of archived users cannot be re-used. It is not possible to run training reports or user reports on Learners that have been archived, however export reports can have archived users included in their results.

# Unarchiving Users

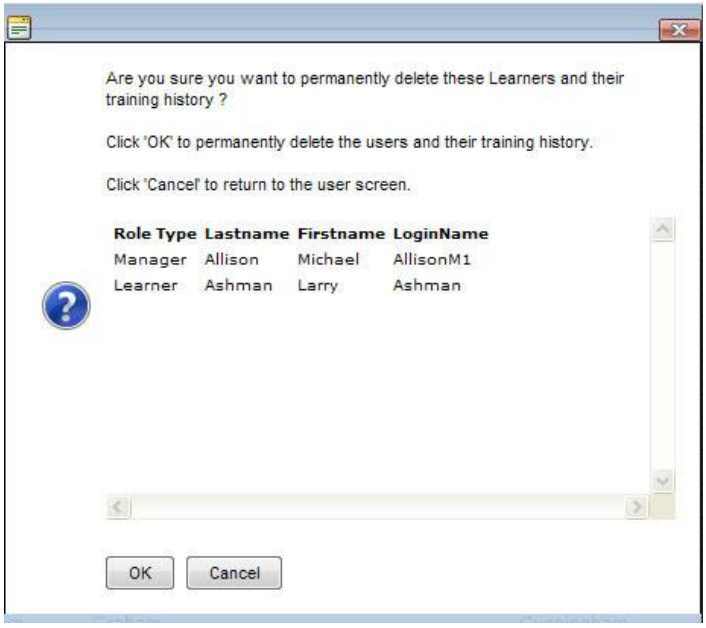
1. Click the Users button, and click on the Find button.
2. Select 'Archived' from the User Status drop down box and click FIND.
3. Select the User(s) to be unarchived by checking the box next to their username(s). To deselect a User, click on the checkbox again and the tick will disappear.
4. Click UNARCHIVE. The user(s) is now unarchived.

# Deleting Users

1. Click the Users button, and click on the List button.

2. Select the User(s) to be deleted by checking the box next to their username(s). To deselect a User, click on the checkbox again and the tick will disappear.
3. Click

.
The following message is displayed:


Are you sure you want to permanently delete these Learners and their training history ?
Click 'OK' to permanently delete the users and their training history.
Click 'Cancel' to return to the user screen.
Role Type Lastname Firstname LoginName
Manager Allison Michael AllisonM1
Learner Ashman Larry Ashman
OK
Cancel

4. Click OK. The user(s) is permanently deleted and cannot be “undeleted”.

   **Note**: Once a User is deleted, they cannot log in to Skills Optimiser and **their results are removed**. It is not possible to run reports on Learners that have been deleted.

   To restrict access for certain learners, rather than delete them, please go to the section on Administration - Learner Licences.

# Learner Notes

Administrators, Trainers and Managers can make notes or comments about Learners. They can be made to be visible or invisible to learners. The following table details which user types can create, edit and delete Learner Notes:

| | Has the ability to add learner notes | Can edit & delete learner notes |
|---|---|---|
| **Learner** | No | No |
| **Manager** | Only for learners allocated to the Manager | Only for Learner Notes initially created by the Manager |
| **Trainer** | For all learners | Only for Learner Notes initially created by the Trainer |
| **Administrator** | For all learners | For all learners |

## Adding Learner Notes

1. Click the Users button, and click on the List button.
2. Click on the Edit icon ( ) next to the name of any User and a summary page of that User's details is displayed.
3. At the bottom of the User Summary page, the option to add a Learner Note is available. Click the NEW button.
4. Select whether the note will be visible or invisible to the Learner by using the radio button options.
5. Enter your notes and format with the supplied formatting options.
6. Click the SAVE button to save the note.

## Editing Learner Notes

1. Click the Users button, and click on the List button.
2. Click on the Edit icon ( ) next to the name of any User and a summary page of that User's details is displayed.
3. At the bottom of the User Summary page, the option to edit a Learner Note is available. Click the Edit icon ( ) next to the Learner Note you wish to edit.
4. Once you have made the required changes to the Learner Note, click the SAVE button to save the note.

## Deleting Learner Notes

1. Click the Users button, and click on the List button.
2. Click on the Edit icon ( ) next to the name of any User and a summary page of that User's details is displayed.
3. At the bottom of the User Summary page, the option to delete a Learner Note is available. Click the Delete button ( ) next to the Learner Note you wish to delete.
4. A message will appear. Click OK to delete the Learner Note.

# Trainers

Trainers have been incorporated into Skills Optimiser in order to create a user who can report on and allocate training and skills/skill sets/role profiles to a selected number of Learners or groups (either role or location) that they have been given permission to. However, if a Trainer is creating a Learner then they cannot allocate training/skills to this Learner unless they have been given permission to the Training in question by an Administrator, or have created the training/skill themself.

## Creating a Trainer

1. Click the

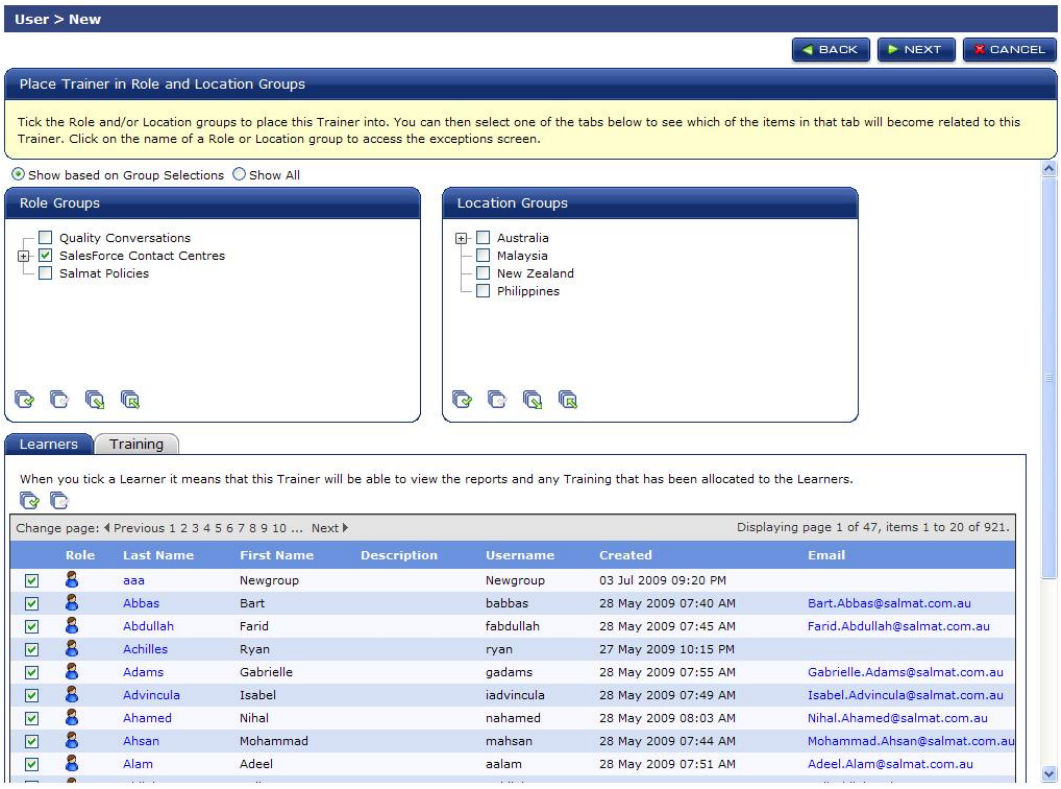
button, and click on the

button.

2. Select 'Trainer' as the 'User Type', then enter the User Details in the fields. Click on the

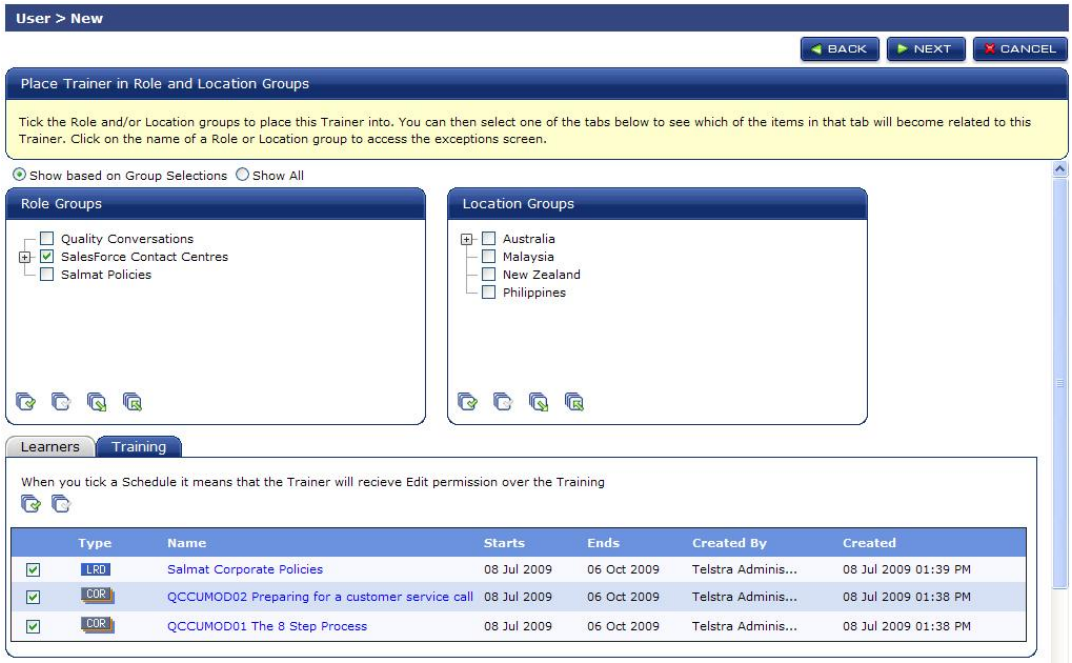
button.

3. Select the Role and Location Groups that the Trainer will be allocated to. To do this, check the box next to the group(s) that you wish this trainer to be allocated to.


User > New
BACK
NEXT
CANCEL
Place Trainer in Role and Location Groups
Tick the Role and/or Location groups to place this Trainer into. You can then select one of the tabs below to see which of the items in that tab will become related to this Trainer. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Training
When you tick a Learner it means that this Trainer will be able to view the reports and any Training that has been allocated to the Learners.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au

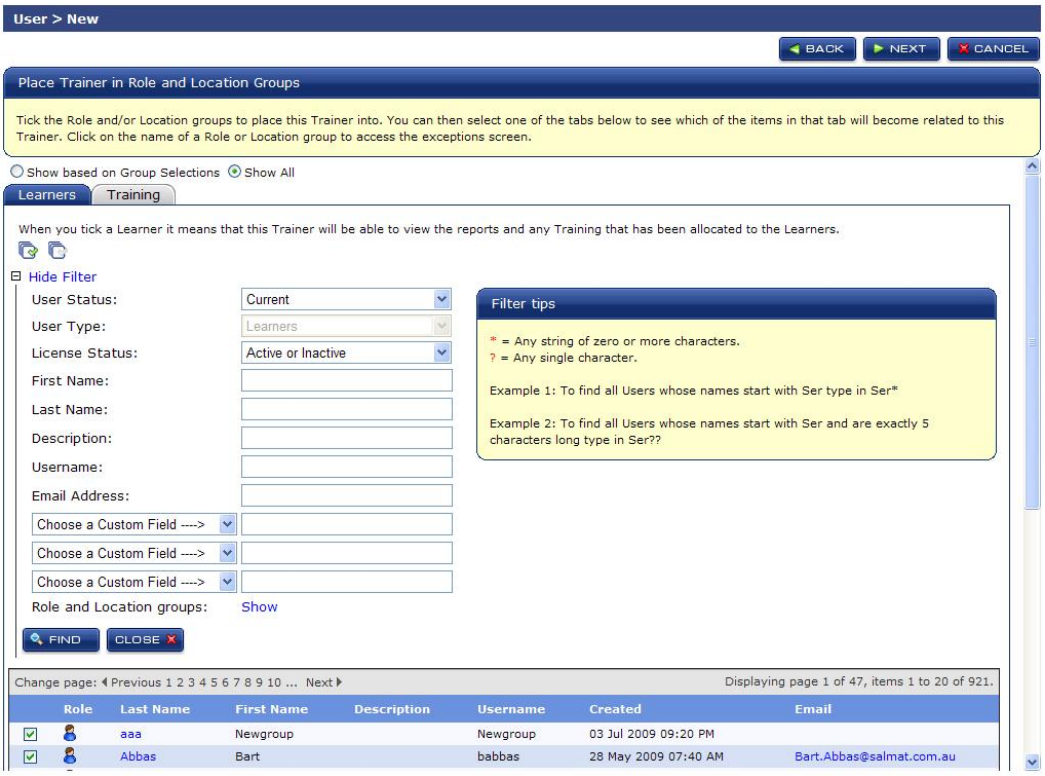
Below the groups panels is the Group Based Selector. From here, you can see the Learners and Training that are assigned to the new Trainer based on the groups ticked. The Learners list is shown by default.

To see the Learners associated with this new Trainer, click ‘Learners' on the Group Based Selector. To see the Training associated with this new Trainer, click ‘Training' on the Group Based Selector.


User > New
BACK
NEXT
CANCEL
Place Trainer in Role and Location Groups
Tick the Role and/or Location groups to place this Trainer into. You can then select one of the tabs below to see which of the items in that tab will become related to this Trainer. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Training
When you tick a Schedule it means that the Trainer will recieve Edit permission over the Training
Type
Name
Starts
Ends
Created By
Created
LRD Salmat Corporate Policies 08 Jul 2009 06 Oct 2009 Telstra Adminis... 08 Jul 2009 01:39 PM
COR QCCUMOD02 Preparing for a customer service call 08 Jul 2009 06 Oct 2009 Telstra Adminis... 08 Jul 2009 01:38 PM
COR QCCUMOD01 The 8 Step Process 08 Jul 2009 06 Oct 2009 Telstra Adminis... 08 Jul 2009 01:38 PM

You can add or remove learners and training from the groups chosen by unticking the checkbox next to the name of the learner/training. To add learners or training to this trainer that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners by all the filter options that are also available from the Users screen (see below). **NB: The Training List cannot be filtered from this location.**

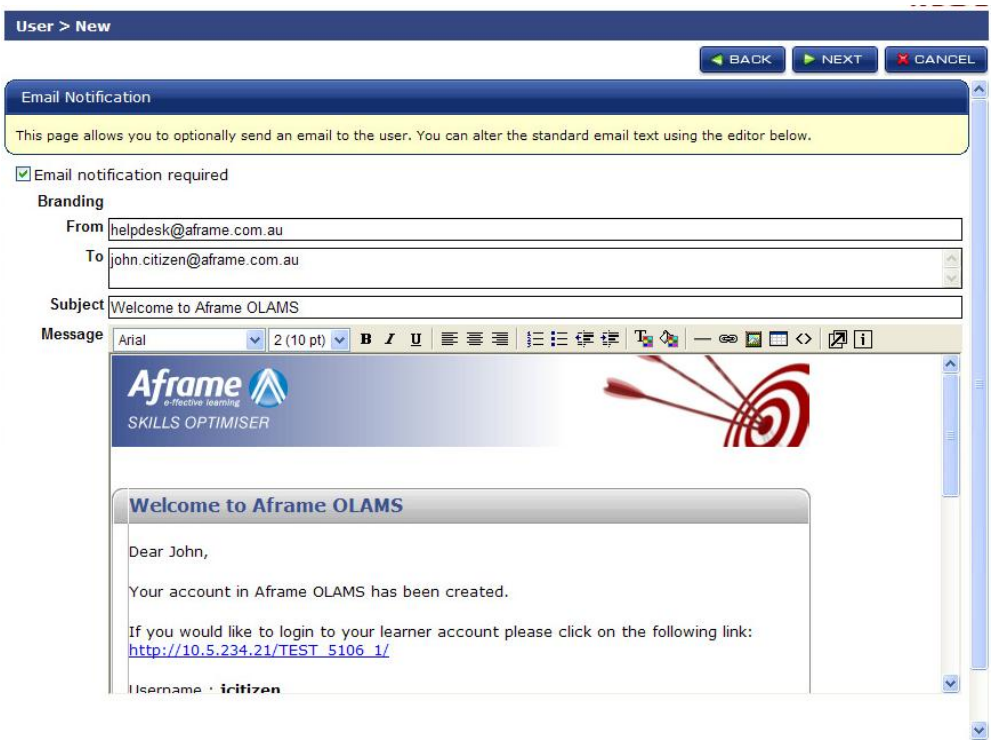

User > New
BACK
NEXT
CANCEL
Place Trainer in Role and Location Groups
Tick the Role and/or Location groups to place this Trainer into. You can then select one of the tabs below to see which of the items in that tab will become related to this Trainer. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Learners
Training
When you tick a Learner it means that this Trainer will be able to view the reports and any Training that has been allocated to the Learners.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Choose a Custom Field ---->
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au

Click on the

button once you have made all your required exceptions.

4. The Email Notification screen will appear with an automatically generated email notifying the Trainer that they have been added to the system, providing a hyperlink for them to access Skills Optimiser and their username and password details. You can modify this email before sending it if you wish by using the HTML editor, as seen below. Use the toolbar to format the text, insert picture or change the colour of the background. For more information please see the section “Customisable Email Templates.” If you do not wish to send this email, deselect the checkbox “Email Notification Required”. Click on the

button.



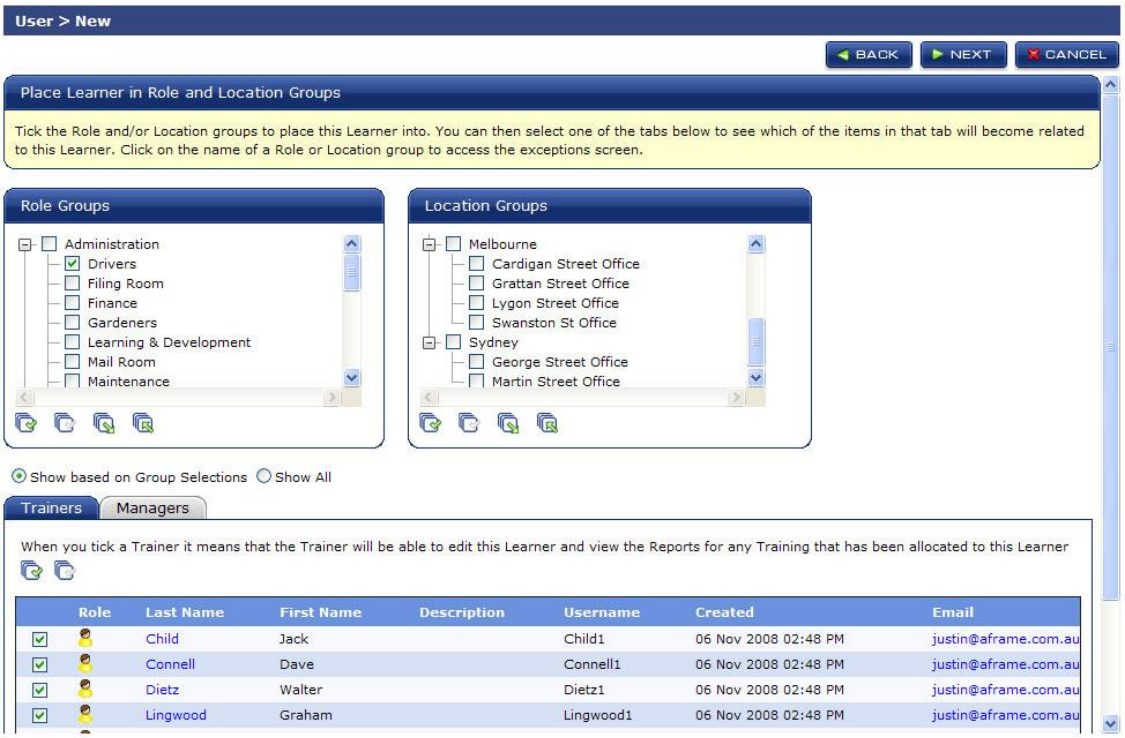

5. The summary screen will appear listing the details for the newly created Trainer. If you wish to make any changes, click on the BACK button to scroll back through the screens again and make any required changes.
6. Once the details are correct, click of the FINISHED button. The Trainer has been created.

# Associate an Existing Trainer to a New Learner

To add an existing trainer to a new learner, create a new Learner as per normal, however after filling in the “User Details,” choose the groups you wish the new learner to be allocated to, then click the Trainers tab from the Group Based Selector. Select the Trainers that you wish to allocate to the Learner, and then click on the

button to continue creating the new Learner.

If you wish to associate an existing trainer to the new learner when the trainer isn’t in the groups the learner is allocated to, click the ‘Show All’ radio button to list all trainers and select the appropriate trainer from that list.



# Associate an Existing Trainer to an Existing Learner

Associating an existing Trainer with an existing Learner can be achieved using one of two methods:

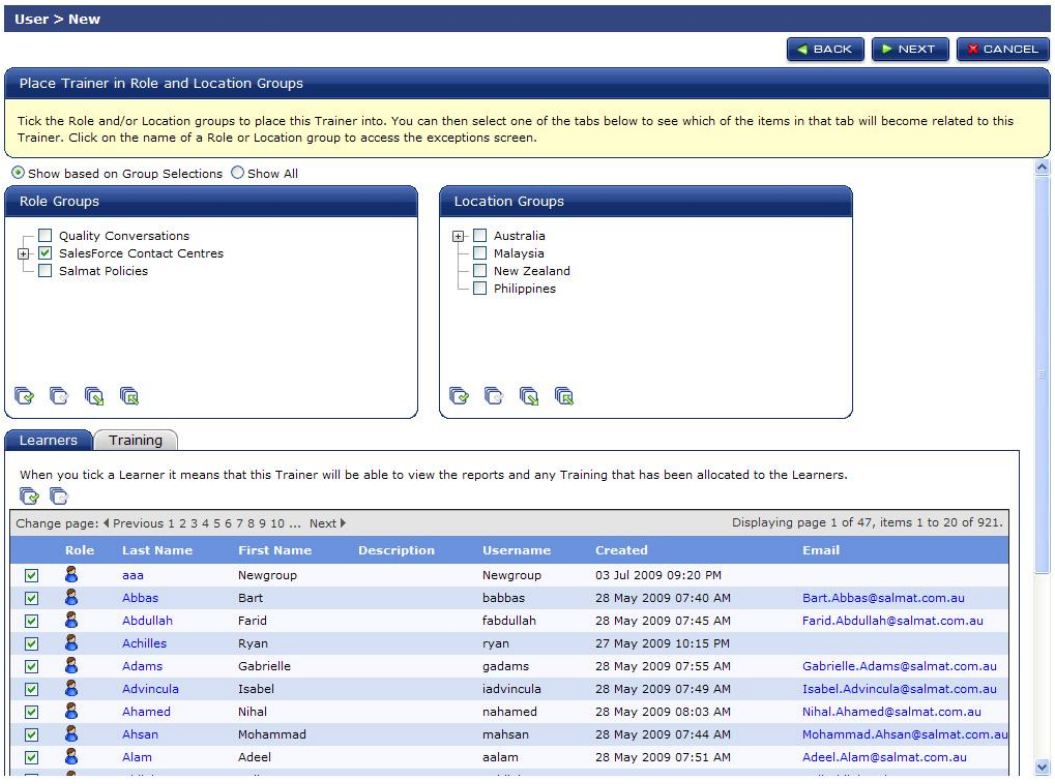
**Method 1: Edit the Trainer**

1. To add an existing trainer to a new learner, create a new Learner as per normal.

2. Then, from the Users screen, click the icon next to the Trainer you want to associate with the Learner.

3. Click EDIT to begin the Edit wizard.

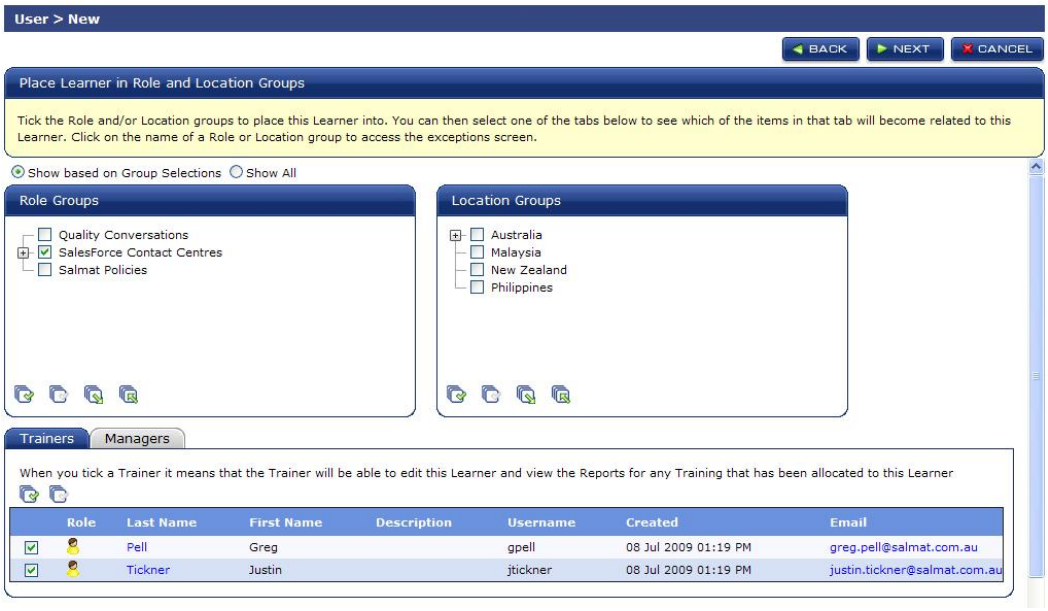
4. From the Groups screen, select the checkbox next to the group that the learner you wish to associate with the Trainer is in (if you wish to associate an entire group of learners with this trainer). If you wish to assign learners individually, select the **'Show All'** option above the group lists and use the filter options available to select the learner.


User > New
BACK
NEXT
CANCEL
Place Trainer in Role and Location Groups
Tick the Role and/or Location groups to place this Trainer into. You can then select one of the tabs below to see which of the items in that tab will become related to this Trainer. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Training
When you tick a Learner it means that this Trainer will be able to view the reports and any Training that has been allocated to the Learners.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au

5. Click the APPLY once you have finished selecting the learners you wish to associate with the trainer, then click FINISHED and finish the Edit Trainer wizard.

**Method 2: Edit the Learner**

1. Click the Users button, and click on the List button.
2. Select the Edit button next to an existing Learner that you wish to add the manager to.
3. A summary screen will be displayed. Click on the EDIT button.
4. Unless you need to make general changes, click the NEXT button until you reach the Group Based Selector as shown below. Select the Trainer that you wish to have permissions on that Learner (if the trainer is not listed, click the 'Show All' radio button to list all trainers). Then click on the NEXT button and continue through the rest of the wizard until you click on the FINISHED button.



# Managers

Managers have been incorporated into Skills Optimiser in order to create a user who can report on learners and their associated training that they have been given permission to view. However, they do not have as many privileges as Trainers, as they are unable to create or edit users (includes deleting) or publish and schedule new training.

## Creating a Manager

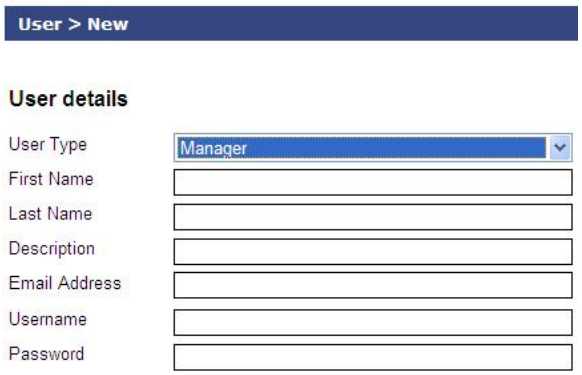
1. Click the

button, and click on the

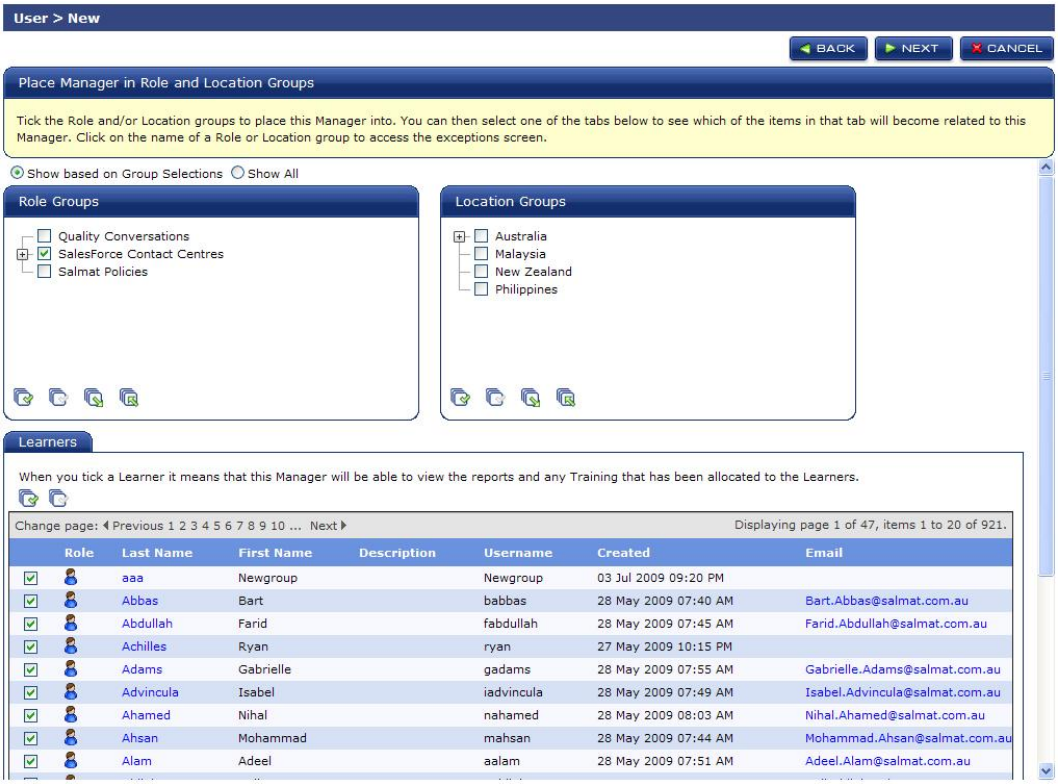
button.

2. Click on the

button. Select “Manager” as the “User Type,” then enter the User Details in the fields. Click on the “Next” button.

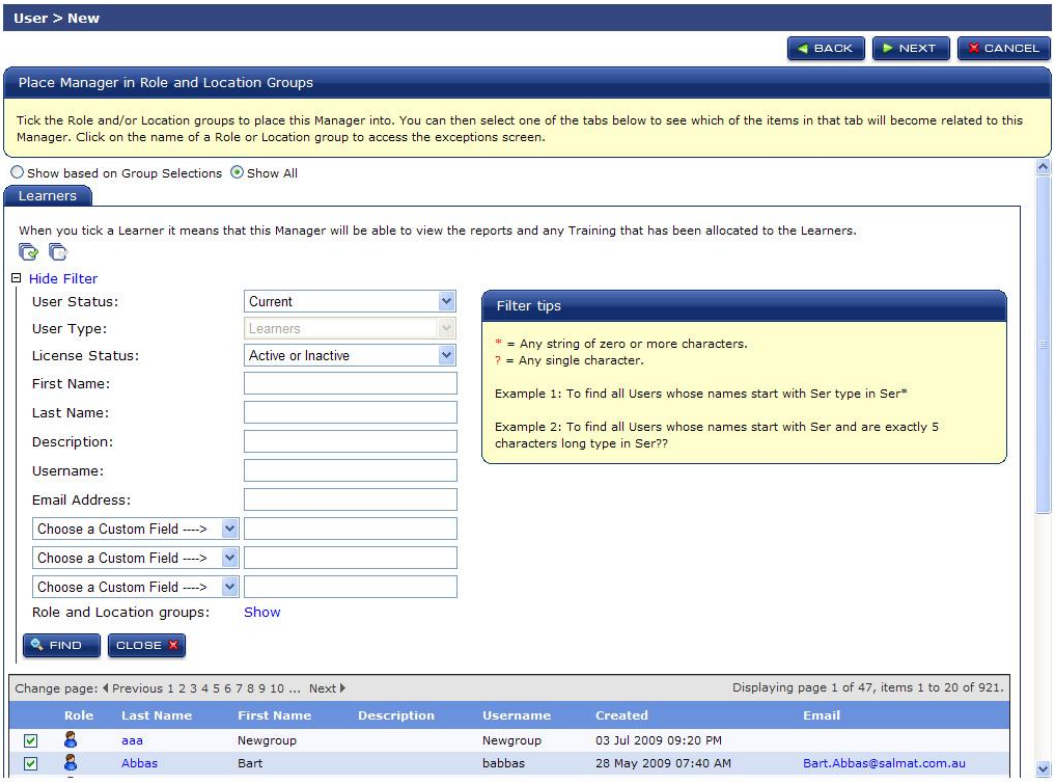

3. Select the Role and Location Groups that the Manager will be allocated to. To do this, check the box next to the group(s) that you wish this manager to be allocated to.


User > New
BACK
NEXT
CANCEL
Place Manager in Role and Location Groups
Tick the Role and/or Location groups to place this Manager into. You can then select one of the tabs below to see which of the items in that tab will become related to this Manager. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
When you tick a Learner it means that this Manager will be able to view the reports and any Training that has been allocated to the Learners.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au

Below the groups panels is the Group Based Selector. From here, you can see the Learners that are assigned to the new Manager based on the groups ticked.

You can add or remove learners from the groups chosen by unticking the checkbox next to the name of the learner. To add learners to this manager that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners by all the filter options that are also available from the Users screen (see below).


User > New
BACK
NEXT
CANCEL
Place Manager in Role and Location Groups
Tick the Role and/or Location groups to place this Manager into. You can then select one of the tabs below to see which of the items in that tab will become related to this Manager. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Learners
When you tick a Learner it means that this Manager will be able to view the reports and any Training that has been allocated to the Learners.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Choose a Custom Field ---->
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au

Click on the

button once you have made all your required exceptions.

4. The Email Notification screen will appear with an automatically generated email notifying the Manager that they have been added to the system, providing a hyperlink for them to access Skills Optimiser and their username and password details. You can modify this email before sending it if you wish by using the HTML editor, as seen below. Use the toolbar to format the text, insert picture or change the colour of the background. For more information please see the section “Customisable Email Templates.” If you do not wish to send this email, deselect the checkbox “Email Notification Required”. Click on the

button.

5. The summary screen will appear listing the details for the newly created Manager. If you wish to make any changes, click on the BACK button to scroll back through the screens again and make any required changes.

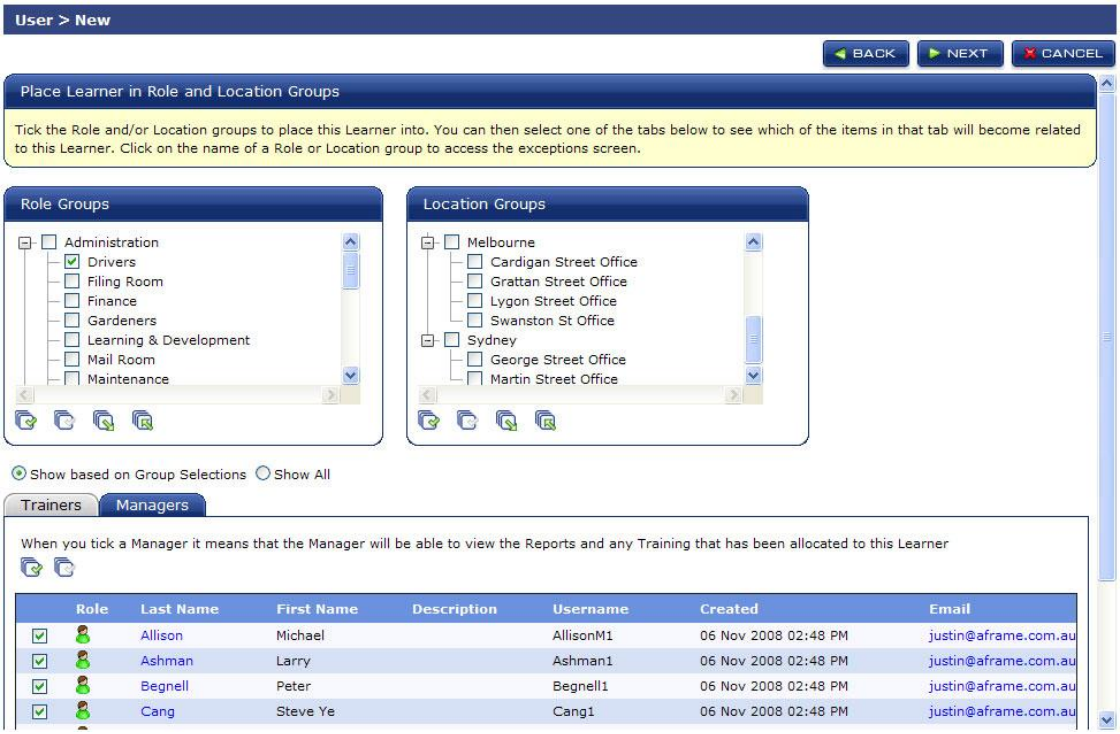
6. Once the details are correct, click of the FINISHED button. The Manager has been created.

# Associate an Existing Manager to a New Learner

To add an existing manager to a new learner, create a new Learner as per normal, however after filling in the “User Details,” choose the groups you wish the new learner to be allocated to, then click the Managers tab from the Group Based Selector. Select the Managers that you wish to allocate to the Learner, and then click on the

button to continue creating the new Learner.

If you wish to associate an existing manager to the new learner when the manager isn’t in the groups the learner is allocated to, click the ‘Show All’ radio button to list all managers and select the appropriate manager from that list.

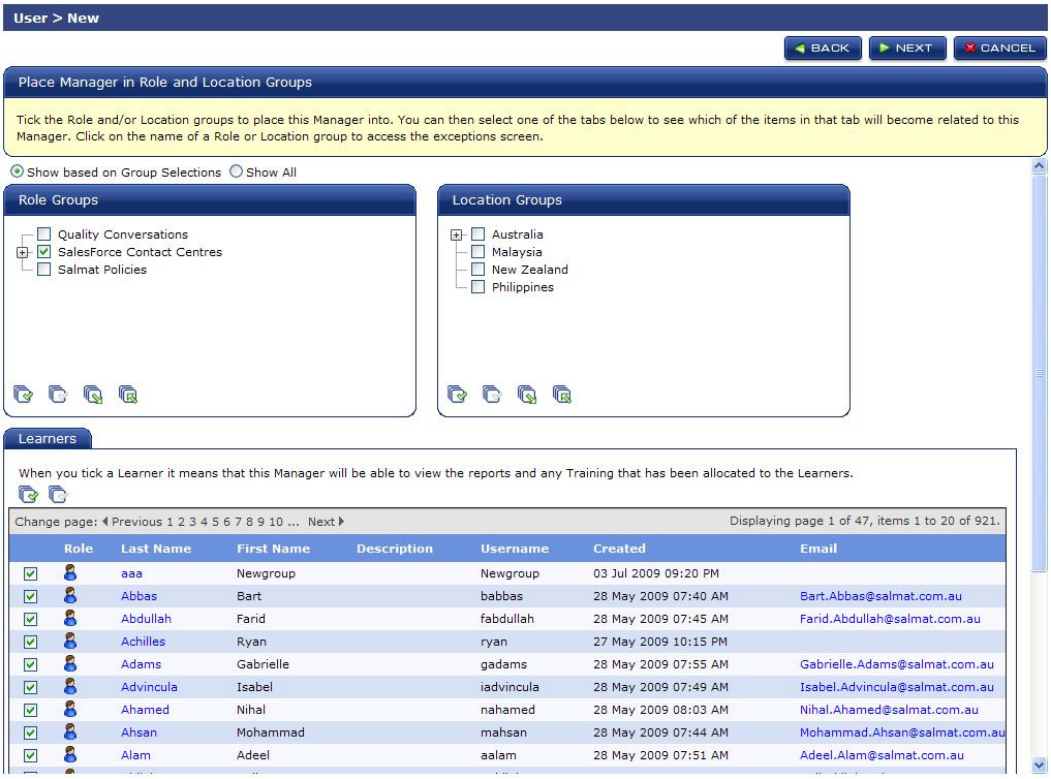


# Associate an Existing Manager to an Existing Learner

Associating an existing Manager with an existing Learner can be achieved using one of two methods:

### Method 1: Edit the Manager

1. To add an existing manager to a new learner, create a new Learner as per normal.
2. Then, from the Users screen, click the icon next to the Manager you want to associate with the Learner.
3. Click EDIT to begin the Edit wizard.
4. From the Groups screen, select the checkbox next to the group that the learner you wish to associate with the Manager is in (if you wish to associate an entire group of learners with this trainer). If you wish to assign learners individually, select the **'Show All'** option above the group lists and use the filter options available to select the learner.


User > New
BACK
NEXT
CANCEL
Place Manager in Role and Location Groups
Tick the Role and/or Location groups to place this Manager into. You can then select one of the tabs below to see which of the items in that tab will become related to this Manager. Click on the name of a Role or Location group to access the exceptions screen.
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
When you tick a Learner it means that this Manager will be able to view the reports and any Training that has been allocated to the Learners.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au

5. Click the APPLY once you have finished selecting the learners you wish to associate with the manager, then click FINISHED and finish the Edit Manager wizard.

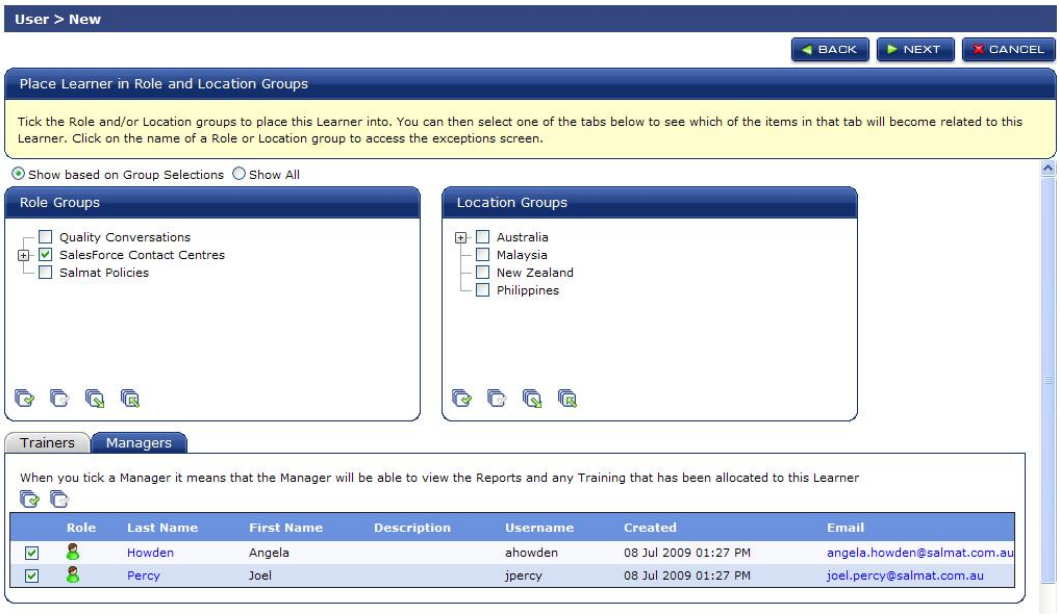
**Method 2: Edit the Learner**

1. Click the Users button, and click on the List button.

2. Select the Edit button next to an existing Learner that you wish to add the manager to.

3. A summary screen will be displayed. Click on the EDIT button.

4. Unless you need to make general changes, click the NEXT button until you reach the Group Based Selector as shown below. Select the Manager that you wish to have permissions on that Learner (if the manager is not listed, click the 'Show All' radio button to list all managers). Then click on the NEXT button and continue through the rest of the wizard until you click on the FINISHED button.



# Resources

Skills Optimiser allows you to publish online multimedia assessment items (referred to as "Assessments" or "ASM"). The authored Assessments are saved as **.eaf** files as created by Aframe Professional.

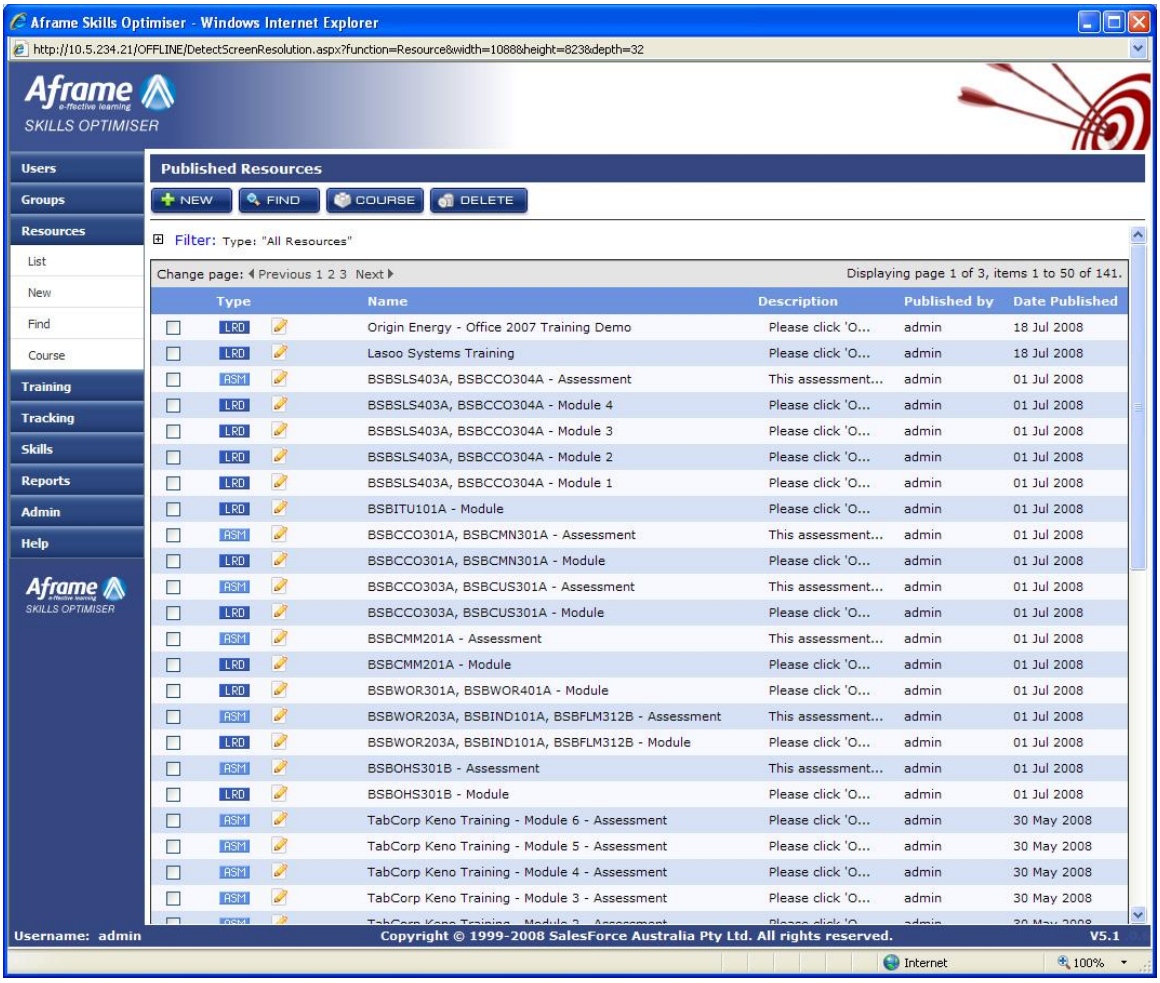
A Trainer or an Administrator can publish an Assessment file by publishing it as a Resource. Once the Assessment is published you can schedule the Assessment to a group of Learners or a single Learner to complete.

These are the types of Resources:

| | |
|---|---|
| **Activity (ACT)** | Is either an activity that needs to completed or a record of an activity that has already been completed. Completion of the Activity is recorded by a Trainer. |
| **Assessment (ASM)** | A test to be carried out by Users. |
| **Competency (CMP)** | Is generally a skill or requirement that needs to be demonstrated. Marking of the Competency is assessed by a Trainer. |
| **Evaluation (EVL)** | Alternative test carried out by Users that have no correct answers. The Evaluation resource is not created or managed in the same method as all the other resource types in Skills Optimiser. For that reason, if you would like more information on the Evaluation resource, or require information on the process required to create an Evaluation resource, please contact your Salmat Learning Consultant. |
| **Learning Resource Document (LRD)** | Learning Resources can be user manuals, diagrams, any kind of file that is used as training materials. Common formats include .doc, .xls, .ppt, and .pdf |
| **Learning Resource URL Link (LRD)** | A Learning Resource URL can be a link to any resource on the internet or on a local intranet. Simply enter in the exact URL or address. |
| **Learning Resource SCORM package (LRD)** | A Learning Resource SCORM package is a bundle of multimedia files packaged together to make up a Learning Resource in conformance with the SCORM standard for eLearning packages. These packages are normally html or xml based with interactive elements. Simply browse for the SCORM zip file you wish to upload. |
| **Learning Resource Custom Content (LRD)** | A Learning Resource Custom Content package is a bundle of multimedia files packaged together to make up a Learning Resource. These packages are normally html or xml based with interactive elements. Simply browse for the zip file you wish to upload and specify a specific launch file contained within the Custom Content package, such as index.html or application.swf. |

# Viewing Resources

Click the Resources button, and click on the List button.




In the Resource section you can:

- View all Resources
- Create New Resources
- Search for/Filter Resources
- Edit Resources
- Delete Resources
- Administer Courses

### Assessment Overviews

1. For an overview of an Assessment, click on the Edit button ( ) next to the Assessment you wish to view.
2. Click

to print the overview.
3. Click

to preview the Assessment.

**Please Note:** The preview function will not yield any results as it is a demonstration only.

### Learning Resource Overviews

1. For an overview of a Learning Resource, click on the Edit button ( ) next to the Learning Resource you wish to view.
2. Click

to preview the Learning Resource.

# Creating Assessment Resources

Please see the Aframe Professional user manual for information on how to create Assessment Resources, or contact your Salmat Learning Consultant.

# Publishing Resources

To deliver training to learners, the training material must first be published.

## Publishing Assessments

1. Click the Resources button, and click on the New button.

2. Select 'Assessment' from the Resource type drop-down box and click on the NEXT button.

3. Fill in details of the Assessment - name, description etc. Click on the 'Browse' button to select the file you wish to upload – **it can only be an .eaf file**. Enter a value for the CPD Hours field (from 0 to 100,000).

4. Select a Result definition from the drop down box (e.g. A, B, C or Pass/Fail) or insert a new one by selecting 'Customise' from the drop down box and then clicking 'insert a new definition'.

   It is possible to have this list of result definitions modified or new ones added. If you wish for this to be modified in any way, please contact your Salmat Learning technical consultant.

   Click on the NEXT button.

5. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group.

   Click the NEXT button.

6. Tick the boxes next to the names of any other Trainers you wish to share the Assessment with making the assessment available for those trainers who, in turn, can then training the assessment for users. Click the tick box again or click 'Unselect' to unselect any names you have ticked.

   Click the NEXT button.

7. You will be shown a confirmation screen, listing the details you have provided for the Assessment item. If you wish to change any of the details, click BACK and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the FINISHED button.

## Publishing Learning Resources (URL, File, SCORM and Custom Content)

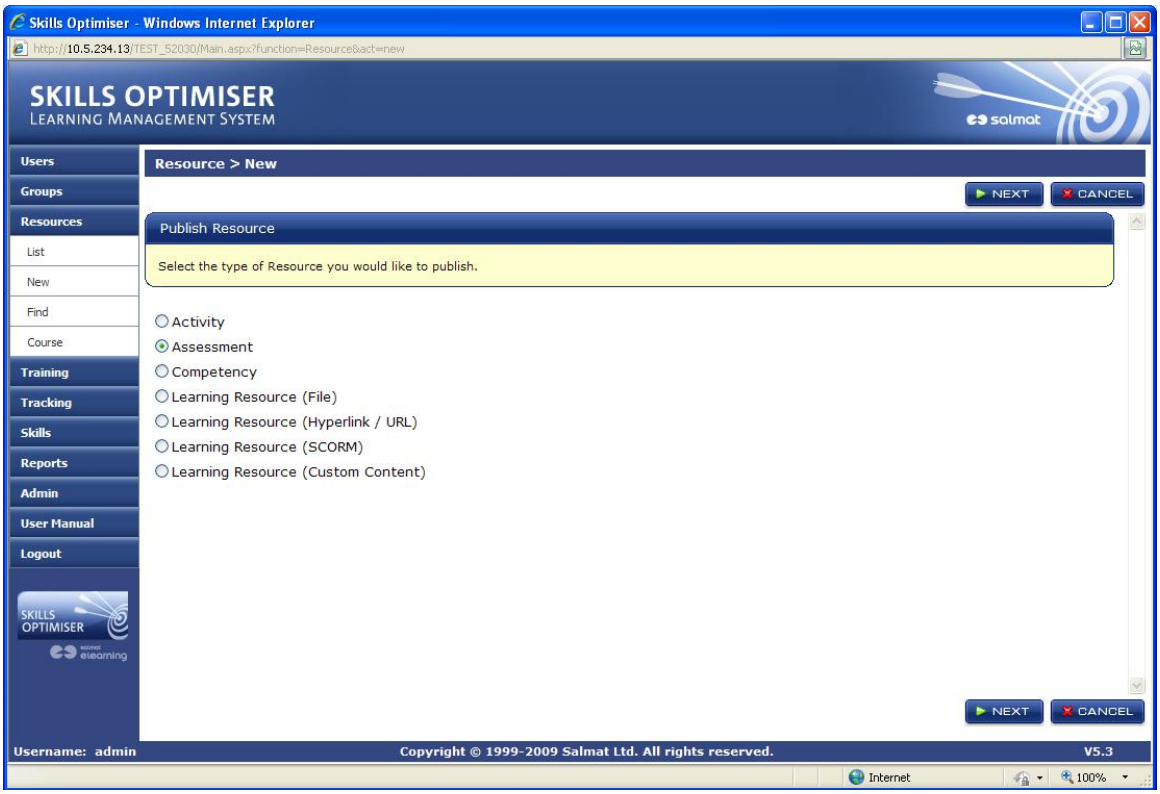
Uploading Learning Resources follows the same pattern as uploading other Resources. However, there are a few differences:

1. Learning Resources can be almost any type of file (i.e.: .doc, .pdf, avi etc). Learning Resources can also be a link to a website, a SCORM package or Custom Content that can then be uploaded to the system.

2. Learning Resources cannot have CPD Hours allocated to them

There are four types of Learning Resources that can be published into Skills Optimiser:

- Learning Resource (File)
- Learning Resource (Hyperlink / URL)
- Learning Resource (SCORM), and
- Learning Resource (Custom Content).




To publish a **Learning Resource (File)**, use the following steps:

1. Click the Resources button, and click on the New button.

2. Select Learning Resource (File) and click NEXT

3. Fill in a name and description for the learning resource (a description is not mandatory), and click browse to locate the desired file. Click NEXT

4. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group. Click the

button.

5. Tick the boxes next to the names of any other Trainers you wish to share the Learning Resource with making the Learning Resource available for those trainers who, in turn, can then schedule this Learning Resource to other Learners within Skills Optimiser. Click the tick box again or click 'Unselect' to unselect any names you have ticked. Click the

button.

6. You will be shown a confirmation screen, listing the details you have provided for the Learning Resource. If you wish to change any of the details, click

and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the

button.

To publish a **Learning Resource (Hyperlink / URL)**, use the following steps:

1. Click the

button, and click on the

button.

2. Select Learning Resource (Hyperlink / URL) and click

.

3. Fill in a name and description for the learning resource (a description is not mandatory). Enter in the URL for the site that you wish this Learning Resource to link to. If you wish to test if this hyperlink is correct, click the 'Test Hyperlink' button to the right of the box where you have entered in the URL. When you are happy with the URL you have entered click the

button.

4. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group. Click the

button.

5. Tick the boxes next to the names of any other Trainers you wish to share the Learning Resource with making the Learning Resource available for those trainers who, in turn, can then schedule this Learning Resource to other Learners within Skills Optimiser. Click the tick box again or click 'Unselect' to unselect any names you have ticked. Click the

button.

6. You will be shown a confirmation screen, listing the details you have provided for the Learning Resource. If you wish to change any of the details, click

and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the

button.

To publish a **Learning Resource (SCORM)**, use the following steps:

1. Rollover the

button, and click on the

button.
2. Select Learning Resource (SCORM) and click

3. Fill in a name and description for the learning resource (a description is not mandatory).
4. Next to 'File Location' click the 'Browse' button and find the Zip File Package that you wish to publish.
5. Enter in the Launch file name for the package that you are uploading. For example if the main starting (index) file is index.html or launcher.html then enter that into the box. This starting file is what the Learning Resource will initially link to when launched by a Learner. When you are happy with the details that you have entered, click the

button.
6. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group. Click the

button.
7. Tick the boxes next to the names of any other Trainers you wish to share the Learning Resource with making the Learning Resource available for those trainers who, in turn, can then schedule this Learning Resource to other Learners within Skills Optimiser. Click the tick box again or click 'Unselect' to unselect any names you have ticked. Click the

button.
8. You will be shown a confirmation screen, listing the details you have provided for the Learning Resource. If you wish to change any of the details, click

and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the

button.

To publish a **Learning Resource (Custom Content)**, use the following steps:

1. Rollover the

button, and click on the

button.
2. Select Learning Resource (Custom Content) and click

3. Fill in a name and description for the learning resource (a description is not mandatory).
4. Next to 'File Location' click the 'Browse' button and find the Zip File Package that you wish to publish.
5. Enter in the Launch file name for the package that you are uploading. For example if the main starting (index) file is index.html or launcher.html then enter that into the box. This starting file is what the Learning Resource will initially link to when launched by a Learner.

6. Tick the 'Has this content been developed by Salmat' checkbox if the content being uploaded was developed by Salmat. When you are happy with the details that you have entered, click the

button

7. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group. Click the

button.

8. Tick the boxes next to the names of any other Trainers you wish to share the Learning Resource with making the Learning Resource available for those trainers who, in turn, can then schedule this Learning Resource to other Learners within Skills Optimiser. Click the tick box again or click 'Unselect' to unselect any names you have ticked. Click the

button.

9. You will be shown a confirmation screen, listing the details you have provided for the Learning Resource. If you wish to change any of the details, click

and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the

button.

## Publishing Activities

1. Click the

button, and click on the

button.

2. Select 'Activity' from the Resource type drop-down box and click on the

button.

3. Fill in details of the Activity - name, description. Enter a value for the CPD Hours field (from 0 to 100,000). Click on the

button.

4. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group. Click the

button.

5. Tick the boxes next to the names of any other Trainers you wish to share the Activity with making the activity available for those trainers who, in turn, can then training the activity for users. Click the tick box again or click 'Unselect' to unselect any names you have ticked. Click the

button.

6. You will be shown a confirmation screen, listing the details you have provided for the Activity item. If you wish to change any of the details, click

and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the

button.

**Please Note:** Activities have no results definition, as they are not automatically marked. Activities must be Manually Marked (see Tracking)

### Publishing Competencies

1. Click the

button, and click on the

button.
2. Select 'Competency' from the Resource type drop-down box and click on the

button.
3. Fill in details of the Competency - name, description. Enter a value for the CPD Hours field (from 0 to 100,000). Click on the

button.
4. Select any groups (by ticking the box next to the group name) whose trainers should be able to access and reuse this resource. Any trainers in the ticked group(s) will have access to the resource, as well as trainers who are in groups above the ticked group. Click the

button.
5. Tick the boxes next to the names of any other Trainers you wish to share the Competency with making the competency available for those trainers who, in turn, can then training the competency for users. Click the tick box again or click 'Unselect' to unselect any names you have ticked. Click the

button.
6. You will be shown a confirmation screen, listing the details you have provided for the Competency item. If you wish to change any of the details, click

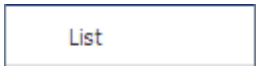
and scroll back through the Wizard making any appropriate changes. When the details are correct, click on the

button.

   **Please Note:** Competencies have no results definition, as they are not automatically marked. Competencies must be Manually Marked (see Tracking)

# Editing Resources

1. Click the

button, and click on the 

button.
2. Click on the Edit button next to the Resource's name that you wish to edit.
3. Follow the steps of the Wizard, make any changes you wish. When you are finished click the

button.

# Filtering Resources

1. Click the Resources button, and click on the Find button.
2. The Resources list will load with the filter panel open. To hide the filter panel, click on either 'Hide Filter' or the CLOSE button. To reopen the filter panel, click on 'Filter'.
3. Enter information into one or more of the following fields:

    - Type
    - Name
    - Description
    - Published dates.
    - Role and Location Groups (click 'Show' and select role/location groups to filter by. If you select both role and location groups, only resources that are in **both** the selected role and location groups will be displayed. To hide the role and location group lists, click 'Hide').

    Put in your filter parameters and click the FIND button.

    The use of wildcards (* and ?) are available, for example:

| Wild Card | Example |
|---|---|
| * - Replace any number of characters in the search criteria with * to search for an unknown word. | Search for the Resources regarding biochemistry and biochemicals:<br>Search using: biochem* |
| ? - Replace any character with ? to have that character equal any alpha-numeric character | Search for the Resource name :<br>Search using: K?te |

# Deleting Resources

1. Click the Resources button, and click on the List button.
2. Check the tick box next to the Resource(s) you wish to delete.
3. Click DELETE.

    The following message is displayed:

Windows Internet Explorer
You are about to delete the selected Resources. Are you sure you wish to continue?
NOTE: Deleting a resource that has already been made available to Learners (or Groups of Learners) will not delete the associated Training (you can delete that Training on the Training page).
To continue click Ok.
To return to the resources list click Cancel
OK
Cancel

4. Click OK, the selected Resources are deleted.

**Please Note:** Resources that have been scheduled but then deleted (from the Resource Page) can still be accessed by learners and results are still able to be viewed. It is not until the training is deleted that results are removed.

# Courses

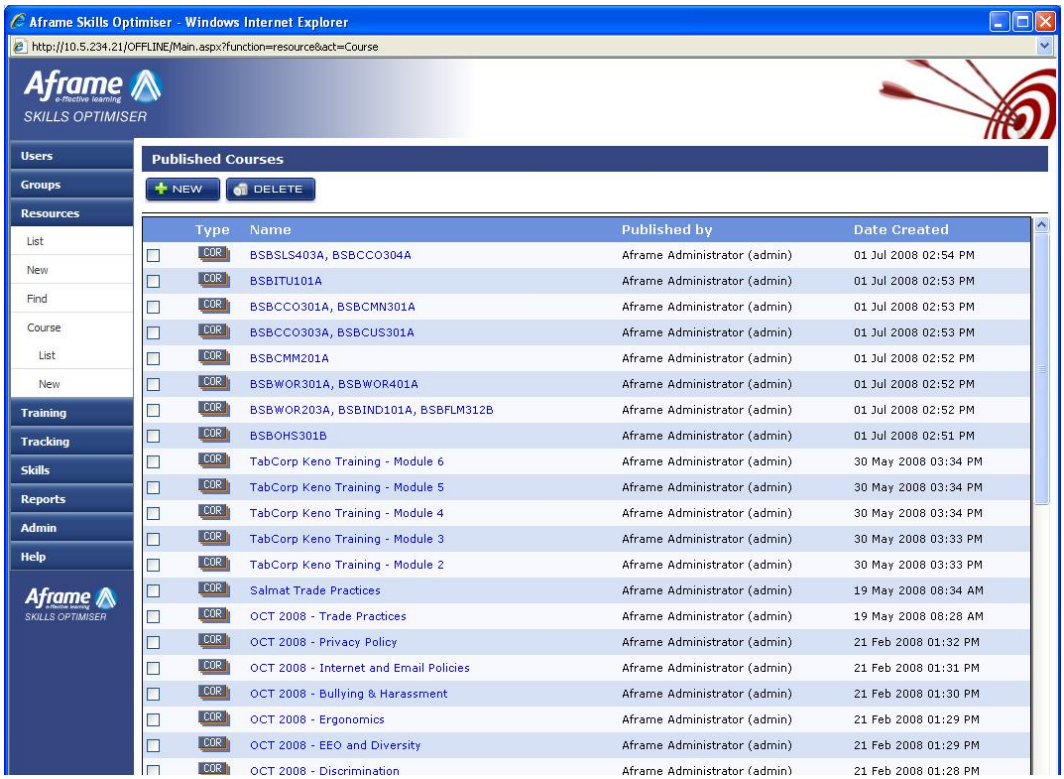
Courses are Resources that are bundled together. For example:

| Course | Resource Name | Resource Type |
|---|---|---|
| *Management Strategies* | - Industry Competition<br>- Interviewing<br>- Process Improvement<br>- Project Management<br>- Management Today | Assessment<br>Activity<br>Assessment<br>Assessment<br>Learning Resource |
| *Human Resource Management* | - HR Handbook<br>- Corporate Psychology | Learning Resource<br>Assessment |

## Viewing Courses

1. Click the Resources button, then click the Course button, and click on List.

2. A list of Courses is displayed in order of Date Created.

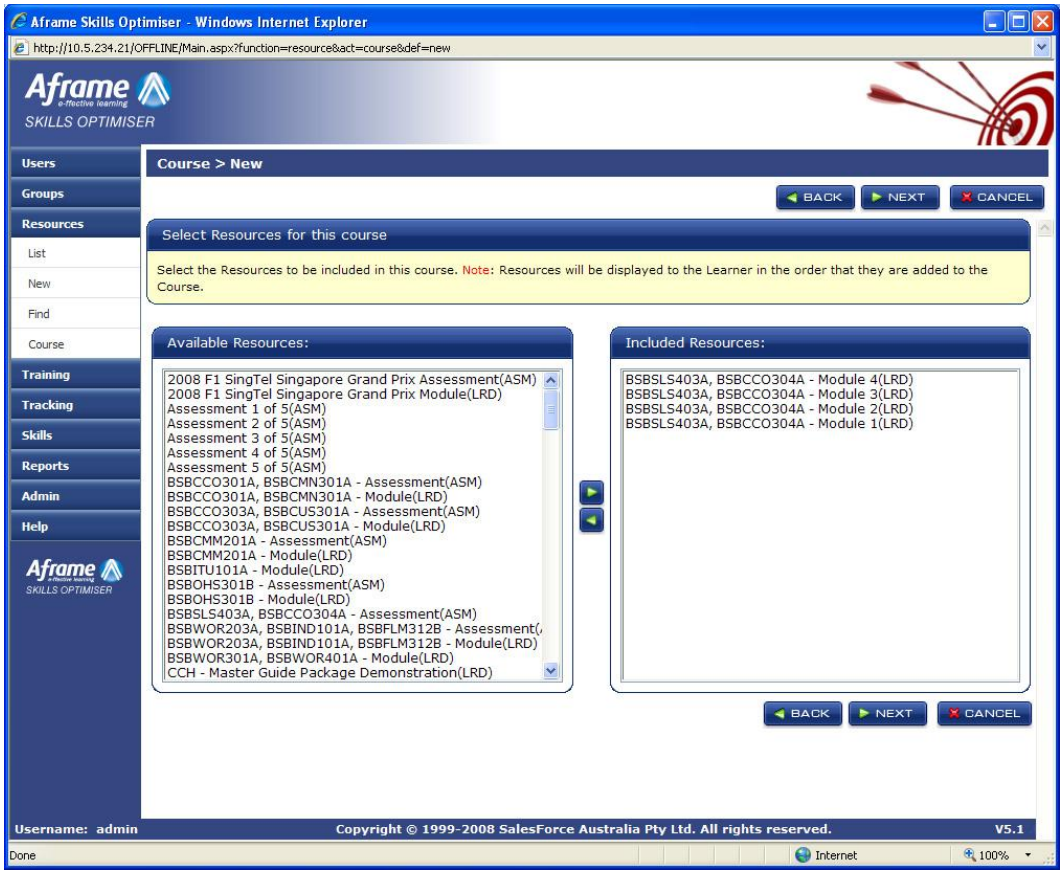


# Creating Courses

1. Click the Resources button, then click the Course button, and click on the New button.

2. Type in the name of the Course and a description in the boxes provided. Click NEXT

3. Select the Resources you wish to include in the Course from the 'Available Resources' list on the left and click 'Add'. To remove Resources from the Course, click on the Resource name from the 'Included Course' list on the right and click 'Remove', the Resource will go back into the Available Resources list. To select multiple Resources at once, hold down the Ctrl key while you click with the mouse. Click on the NEXT button. Please note that the order in which the products appear in the "Included Resources" list is the same order in which they will appear in the learner training page.




4. From the list of Trainers and Administrators, click the checkboxes next to the names of the Trainers or Administrators you wish to share the course with. Click on the NEXT button.

5. A summary page is displayed. If you wish to change any of the details, click BACK and scroll back through the Wizard making any appropriate changes. Click on the FINISHED button to create the course.

# Editing Courses

1. Click the Resources button, then click the Course button, and click on the List button.
2. Click on the Course name of the course you wish to edit. The name and description of the course are displayed. These can be edited. Click on the NEXT button.
3. The list of included Resources is displayed in the right hand side text box. Click on a Resource and use the Add or Remove buttons to shuffle Resources between the 'Included' and 'Available' lists. To select multiple Resources at once, hold down the Ctrl key while you click with the mouse. Click on the NEXT button.
4. Select the Trainers and Administrators (by ticking the box next to their names), you wish to share the Course with. Click on the NEXT button.
5. A Confirmation screen will appear. Check the details of the course, if you wish to change anything, click BACK. When you are finished, click on the FINISHED button.

# Deleting Courses

1. Click the Resources button, then rollover the Course button, and click on List.
2. Tick the boxes next to the Course name(s) for the Course(s) you wish to delete.
3. Click DELETE. The message will read:

Windows Internet Explorer
You are about to delete the selected courses. Are you sure you wish to continue?
To continue click Ok.
To return to the courses list click Cancel.
OK
Cancel

4. Click OK to delete the course.

**Please Note:** Courses that have been scheduled but then deleted (from the Course Page) can still be accessed by learners and results are still able to be viewed. It is not until the training is deleted that results are removed.

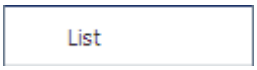
# Training

Training is the means by which an Administrator or Trainer deploys Resources and Courses to Learners. Scheduling a resource sets the time, date and conditions for the Resource as well as the Group of Learners who will be completing the Resource. The process of Scheduling assigns an availability period by way of a start and end date to each Resource.

## Viewing Training

To view the Training page, click on the

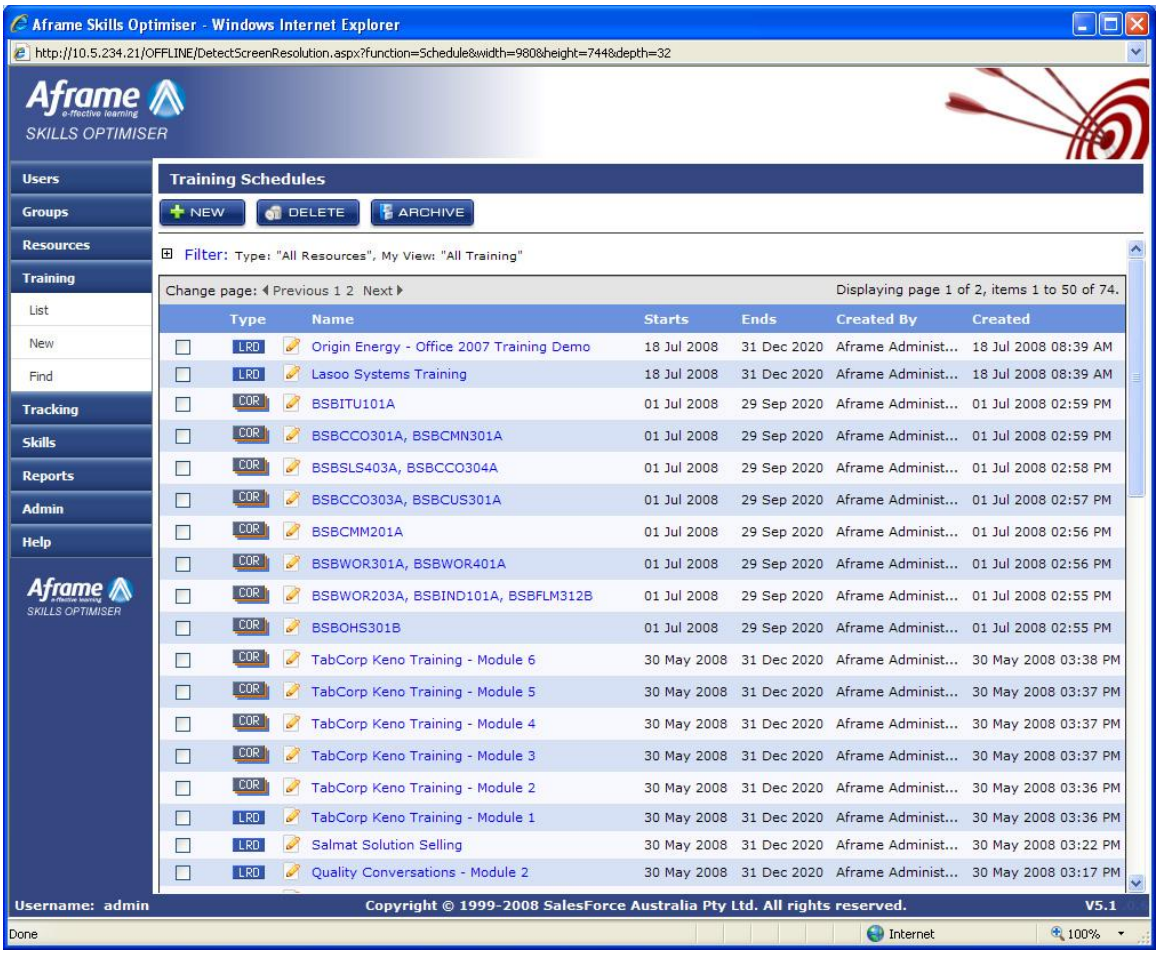
button and then click on the



button.

The Training page lists all currently scheduled training to learners in the Skills Optimiser system.

Skills Optimiser displays the details of each training resource in order of Date Created from newest to oldest, so that the Administrator or the Trainer has all the information at a glance. The Administrator can see all training that have been created.


Aframe Skills Optimiser - Windows Internet Explorer
http://10.5.234.21/OFFLINE/DetectScreenResolution.aspx?function=Schedule&width=980&height=744&depth=32
Aframe
SKILLS OPTIMISER
Users
Groups
Resources
Training
List
New
Find
Tracking
Skills
Reports
Admin
Help
Training Schedules
NEW
DELETE
ARCHIVE
Filter: Type: "All Resources", My View: "All Training"
Change page: Previous 1 2 Next
Displaying page 1 of 2, items 1 to 50 of 74.
Type
Name
Starts
Ends
Created By
Created
LRO Origin Energy - Office 2007 Training Demo 18 Jul 2008 31 Dec 2020 Aframe Administ... 18 Jul 2008 08:39 AM
LRO Lasoo Systems Training 18 Jul 2008 31 Dec 2020 Aframe Administ... 18 Jul 2008 08:39 AM
COR BSBITU101A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:59 PM
COR BSBCCO301A, BSBCMN301A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:59 PM
COR BSBSLS403A, BSBCCO304A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:58 PM
COR BSBCCO303A, BSBCUS301A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:57 PM
COR BSBCMM201A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:56 PM
COR BSBWOR301A, BSBWOR401A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:56 PM
COR BSBWOR203A, BSBIND101A, BSBFLM312B 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:55 PM
COR BSBOHS301B 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:55 PM
COR TabCorp Keno Training - Module 6 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:38 PM
COR TabCorp Keno Training - Module 5 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
COR TabCorp Keno Training - Module 4 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
COR TabCorp Keno Training - Module 3 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
COR TabCorp Keno Training - Module 2 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:36 PM
LRO TabCorp Keno Training - Module 1 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:36 PM
LRO Salmat Solution Selling 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:22 PM
LRO Quality Conversations - Module 2 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:17 PM
Username: admin
Copyright © 1999-2008 SalesForce Australia Pty Ltd. All rights reserved.
V5.1
Done
Internet
100%

# Filtering Training

You can use the Skills Optimiser Filtering function to find training. The Skills Optimiser filtering function works in the same way for Users, Tracking and Training.

1. Click the

button, and click on the

button.

2. The Training list will load with the filter panel open. To hide the filter panel, click on either 'Hide Filter' or the

button. To reopen the filter panel, click on 'Filter'.

3. Enter information into one or more of the following fields:

    - Training Type (Activity, Assessment, Competency, Course, Learning Resource)
    - My View (All Training, My Training, Shared Training, Others Training, Archived Training)
    - Training Name
    - Created by First Name
    - Created by Last Name
    - Scheduled Start
    - Scheduled End
    - Role and Location Groups (click 'Show' and select role/location groups to filter by. If you select both role and location groups, only training that is scheduled to **both** the selected role and location groups will be displayed. To hide the role and location group lists, click 'Hide').

    The use of wildcards (* and ?) are available, for example:

| Wild Card | Example |
|---|---|
| * - Replace any number of characters in the search criteria with * to search for an unknown word. | Search for the Training regarding biochemistry and biochemicals:<br>Search using: biochem* |
| ? - Replace any character with ? to have that character equal any alpha-numeric character | Search for the Training name :<br>Search using: K?te |

4. Click on the

button.

# Creating Training

Each type of Resource can be scheduled, these are:

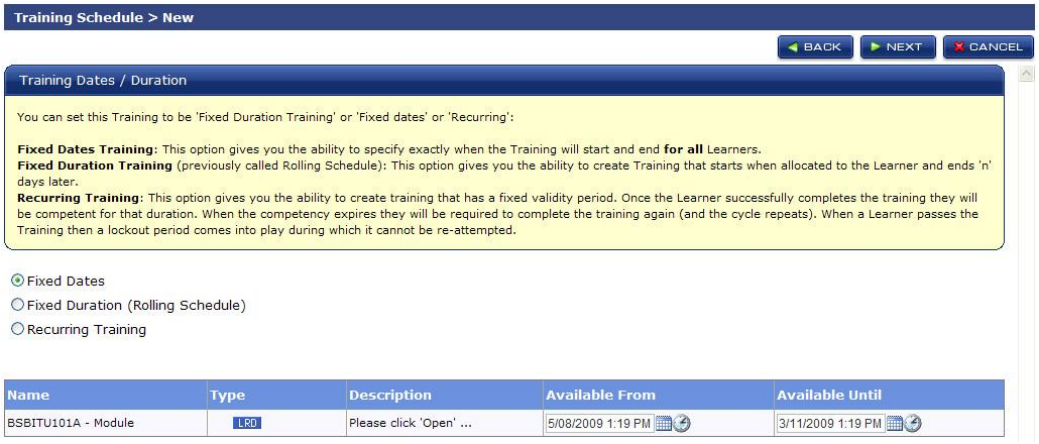
| | |
|---|---|
| **Activity** | Is either an activity that needs to be completed or a record of an activity that has already been completed. Completion of the Activity is usually recorded by a Trainer, however it can be setup for learner marking (ask your Salmat Learning Consultant for more information). |
| **Assessment/Evaluation** | A test to be carried out by Users. |
| **Competency** | Is generally a skill or requirement that needs to be demonstrated. Marking of the Competency is usually assessed by a Trainer, |

| | |
|---|---|
| | however it can be setup for learner marking (ask your Salmat Learning Consultant for more information). |
| **Course** | Comprises one or more Resources. Training each Resource component within the Course. |
| **Learning Resource** | Learning Resources can be user manuals, diagrams, any kind of file that is used as a training material, a link to a web resource using the URL Learning Resource type, a SCORM package or custom developed content. |

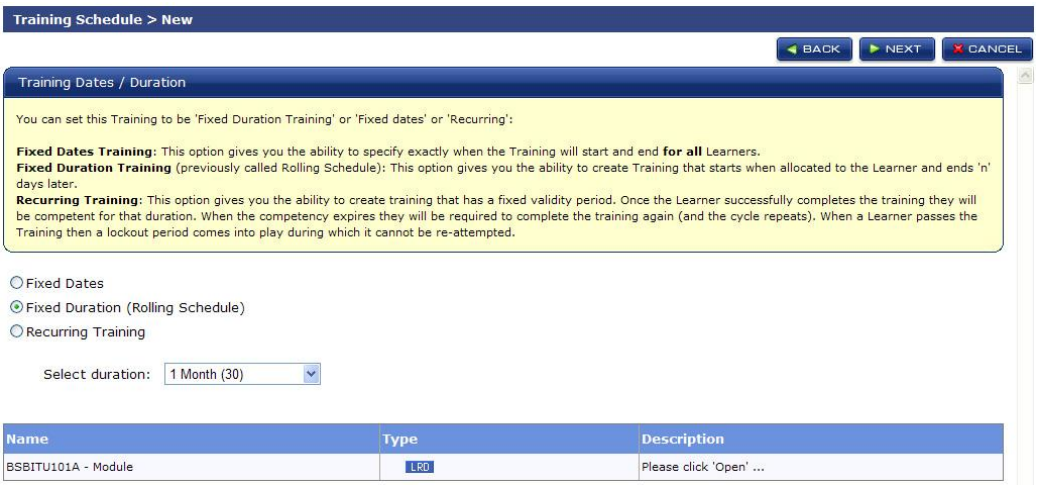
## Schedule Availability

When scheduling a new item of training, you have three options when setting the availability dates of the training for learners:

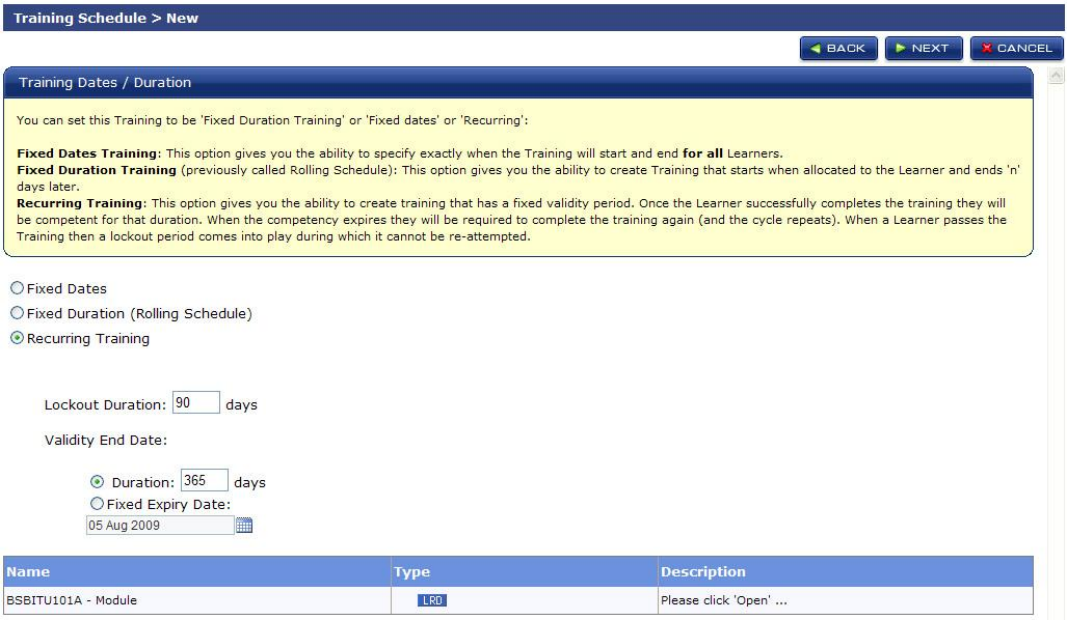
- **Fixed Date**: All Learners get the same start and end date for the Training. New Learners added to the Group get the same start and end date as everyone else. Dates can be entered in manually or by clicking the calendar icons ( ) and selecting a date.


Training Schedule > New
BACK
NEXT
CANCEL
Training Dates / Duration
You can set this Training to be 'Fixed Duration Training' or 'Fixed dates' or 'Recurring':
Fixed Dates Training: This option gives you the ability to specify exactly when the Training will start and end for all Learners.
Fixed Duration Training (previously called Rolling Schedule): This option gives you the ability to create Training that starts when allocated to the Learner and ends 'n' days later.
Recurring Training: This option gives you the ability to create training that has a fixed validity period. Once the Learner successfully completes the training they will be competent for that duration. When the competency expires they will be required to complete the training again (and the cycle repeats). When a Learner passes the Training then a lockout period comes into play during which it cannot be re-attempted.
Fixed Dates
Fixed Duration (Rolling Schedule)
Recurring Training
Name
Type
Description
Available From
Available Until
BSBITU101A - Module
LRD
Please click 'Open' ...
5/08/2009 1:19 PM
3/11/2009 1:19 PM

- **Fixed Duration (Rolling Schedule)**: Learners get a start date of now (or the time when they get added to the Training item) and an end date of “the time they get added to the Training + the selected duration”. The duration time is chosen from a drop down list of common durations, ranging from 1 day to 1 year.

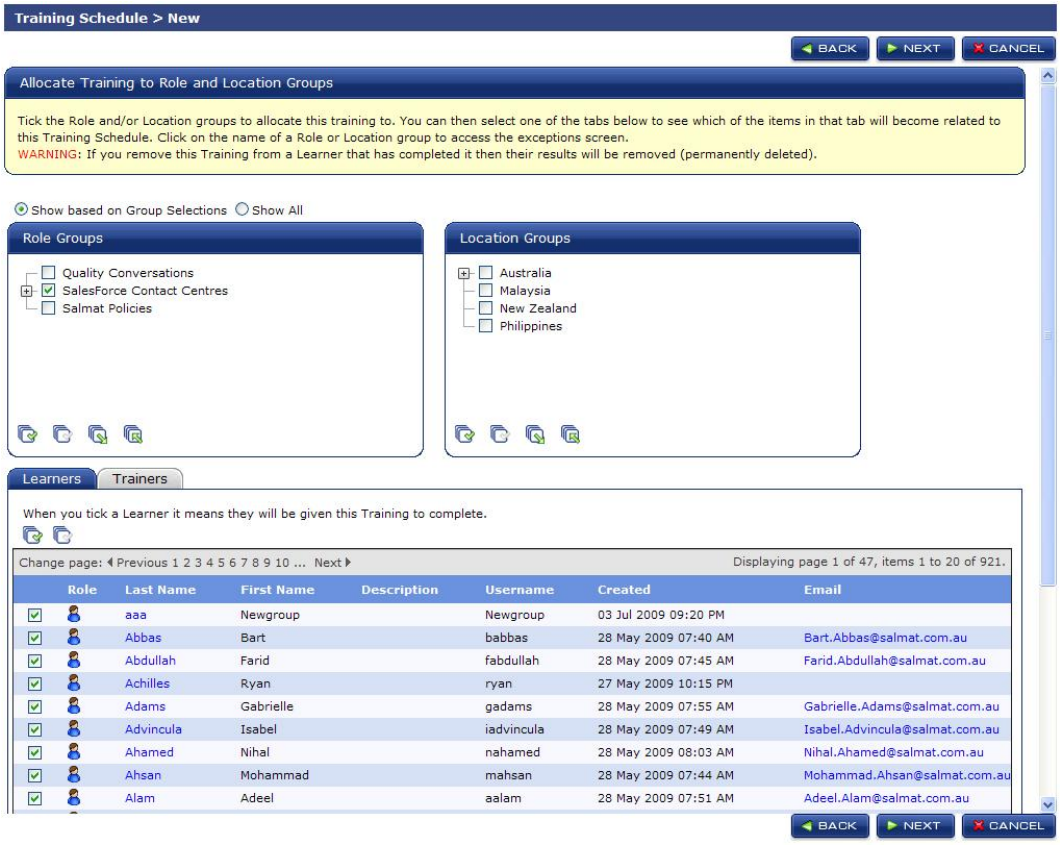

Training Schedule > New
BACK
NEXT
CANCEL
Training Dates / Duration
You can set this Training to be 'Fixed Duration Training' or 'Fixed dates' or 'Recurring':
Fixed Dates Training: This option gives you the ability to specify exactly when the Training will start and end for all Learners.
Fixed Duration Training (previously called Rolling Schedule): This option gives you the ability to create Training that starts when allocated to the Learner and ends 'n' days later.
Recurring Training: This option gives you the ability to create training that has a fixed validity period. Once the Learner successfully completes the training they will be competent for that duration. When the competency expires they will be required to complete the training again (and the cycle repeats). When a Learner passes the Training then a lockout period comes into play during which it cannot be re-attempted.
Fixed Dates
Fixed Duration (Rolling Schedule)
Recurring Training
Select duration:
1 Month (30)
Name
Type
Description
BSBITU101A - Module
LRD
Please click 'Open' ...

- **Recurring Training**: This option gives you the ability to create training that has a fixed validity period. Once the Learner successfully completes the training they will be competent for that duration. When the competency expires they will be required to complete the training again (and the cycle repeats). When a Learner passes the Training then a lockout period comes into play during which it cannot be re-attempted. Dates can be entered for a Fixed Expiry Date manually or by clicking the calendar icon ( ) and selecting a date.


Training Schedule > New
BACK
NEXT
CANCEL
Training Dates / Duration
You can set this Training to be 'Fixed Duration Training' or 'Fixed dates' or 'Recurring':
Fixed Dates Training: This option gives you the ability to specify exactly when the Training will start and end for all Learners.
Fixed Duration Training (previously called Rolling Schedule): This option gives you the ability to create Training that starts when allocated to the Learner and ends 'n' days later.
Recurring Training: This option gives you the ability to create training that has a fixed validity period. Once the Learner successfully completes the training they will be competent for that duration. When the competency expires they will be required to complete the training again (and the cycle repeats). When a Learner passes the Training then a lockout period comes into play during which it cannot be re-attempted.
Fixed Dates
Fixed Duration (Rolling Schedule)
Recurring Training
Lockout Duration:
90
days
Validity End Date:
Duration:
365
days
Fixed Expiry Date:
05 Aug 2009
Name
Type
Description
BSBITU101A - Module
LRD
Please click 'Open' ...

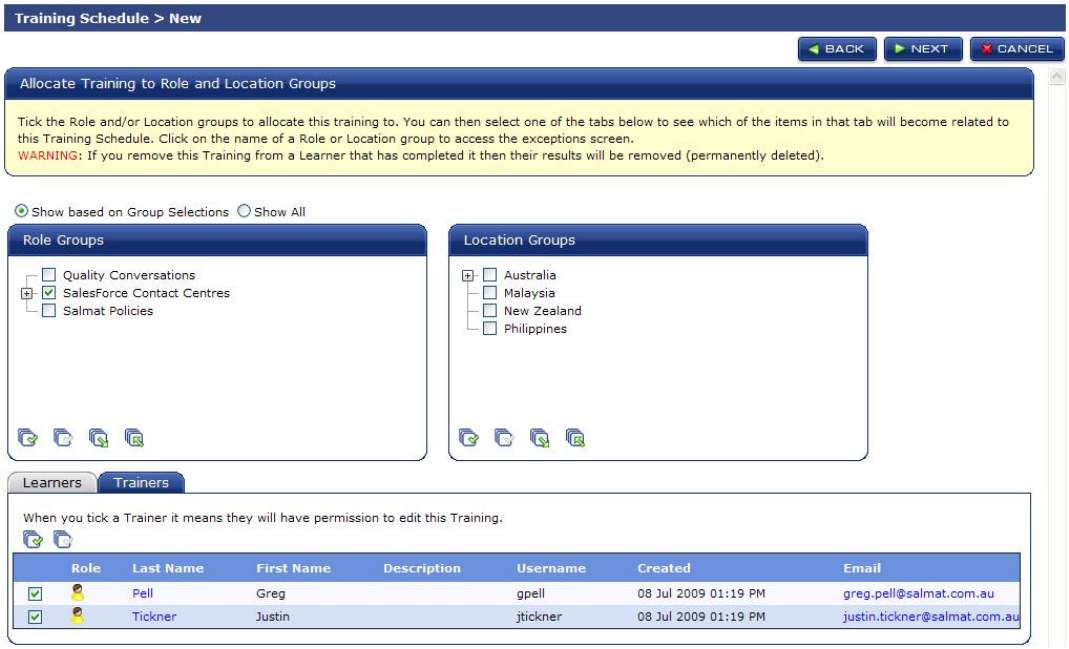
## Scheduling Assessments

1. Click the Training button, and click on New.
2. Choose ‘Assessment’ as the Training type. Select the Assessment you wish to schedule from the drop-down menu and click on the NEXT button.
3. Select the Role and Location Groups that the Training will be assigned to. To do this, check the box next to the group(s) that you wish this training to be assigned to.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au
BACK
NEXT
CANCEL

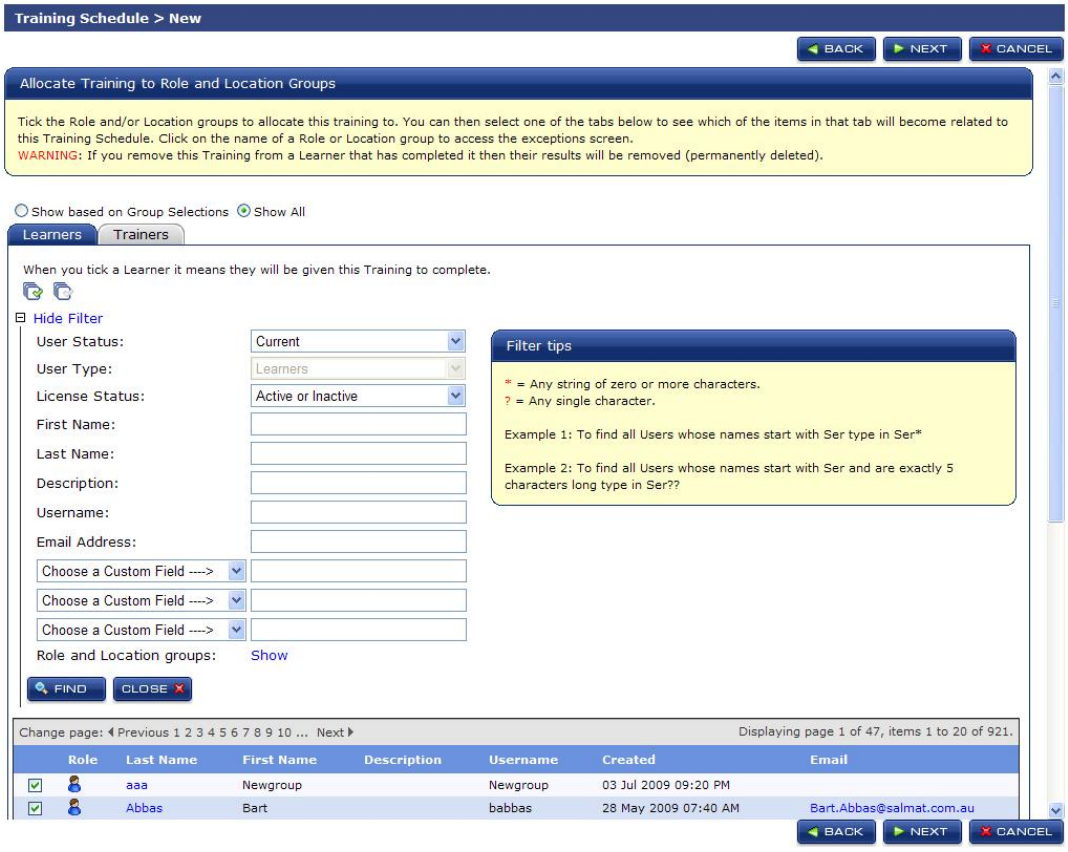
Below the groups panels is the Group Based Selector. From here, you can see the Learners and Trainers that are assigned to the new Training based on the groups ticked. The Learners list is shown by default.

To see the Trainers associated with this new Training Schedule, click ‘Trainers’ on the Group Based Selector.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Trainer it means they will have permission to edit this Training.
Role
Last Name
First Name
Description
Username
Created
Email
Pell
Greg
gpell
08 Jul 2009 01:19 PM
greg.pell@salmat.com.au
Tickner
Justin
jtickner
08 Jul 2009 01:19 PM
justin.tickner@salmat.com.au

You can add or remove learners and trainers from the groups chosen by unticking the checkbox next to the name of the learner/trainer. To add learners or trainers to this training that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners/trainers by all the filter options that are also available from the Users screen (see below).


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au

From here, tick/untick the learners or trainers as required. Click on the button.

4. Scheduling the availability of the Assessment.

   Select either Fixed Date, and subsequently enter in the start and end dates for the Assessment, or Fixed Duration, and subsequently pick a set duration for the Assessment.

   Click .

5. Click on the Assessment name to view the optional assessment properties.
   Make your selections (see below) and click on the 'Update' button.

| | |
|---|---|
| **Assessment Mode**<br>◉ Live<br>○ Practice | Select 'Live' if results are to be saved, or 'Practice' if the assessment's result are not required to be saved or reported on |
| **Attempts & Target Score**<br>☐ Number of attempts<br>○ Number of attempts until target score | Enter the number of attempts the learner has to sit the assessment<br>Select the number of attempts the learner has to sit the assessment and the score the learner must reach |
| **Results Released**<br>◉ Released<br>○ Held | Choose to either release results automatically to learners, or to hold them until released manually by an administrator or trainer. |
| **Report Detail**<br>◉ Summary<br>○ Detailed<br>○ Detailed when score => target score | Choose to provide the learner with either a summary report, detailed report, or to release a detailed report only when a target score is achieved. |
| **Playback properties**<br>☐ Suppress Question Number | Prevents Learners from seeing question numbers. |
| ☐ Forward Only | Learners can only move forward through the Assessment. They cannot go back and re-attempt questions. |
| **Time Limit**<br>☐ Time limit | Set a time limit for Learners to complete the Assessment. |
| **Feedback properties**<br>☐ Feedback after each question<br>☐ Feedback in report | Choose to either provide Learners with feedback after each question, in a report, or leave both blank to select no feedback option. |
| **Question presentation policy ***<br>◉ All questions sequentially<br>○ All questions randomly<br>○ Randomly pick __ questions from ___ | Select either sequential or random question order.<br>Or randomly select a certain number of questions out of the assessment. |
| ○ Email Results | Enable this feature to have an email sent to the email addresses entered every time a learner submits the |

| | |
|---|---|
| | assessment. |
| Assessment Instructions | When enabled these instructions are displayed in the learner assessment summary screen. |

* Non-optional setting

**Please note:** The majority of these settings and others can be automatically configured in a special configuration file within Skills Optimiser, allowing you to pre-program certain assessment properties. Click on the

button.

6. Select any other Administrators or Trainers from the list that you wish to share the Training with (optional). Click the

button.
7. Select any email reminders you wish to have sent to learners assigned to the training (see Email Reminders). Click the

button.
8. An (optional) email notification is automatically generated to go out to the Learners you selected. You can modify this email before sending it. If you do not wish to send an email notification, deselect the 'Email notification required' checkbox. Click the

button.
9. A confirmation screen appears with all the details of the Training.
   If you wish to modify anything click the

button. You can also click on View/Edit Learners to view or modify the selected Learners. When you have finished click the

button.

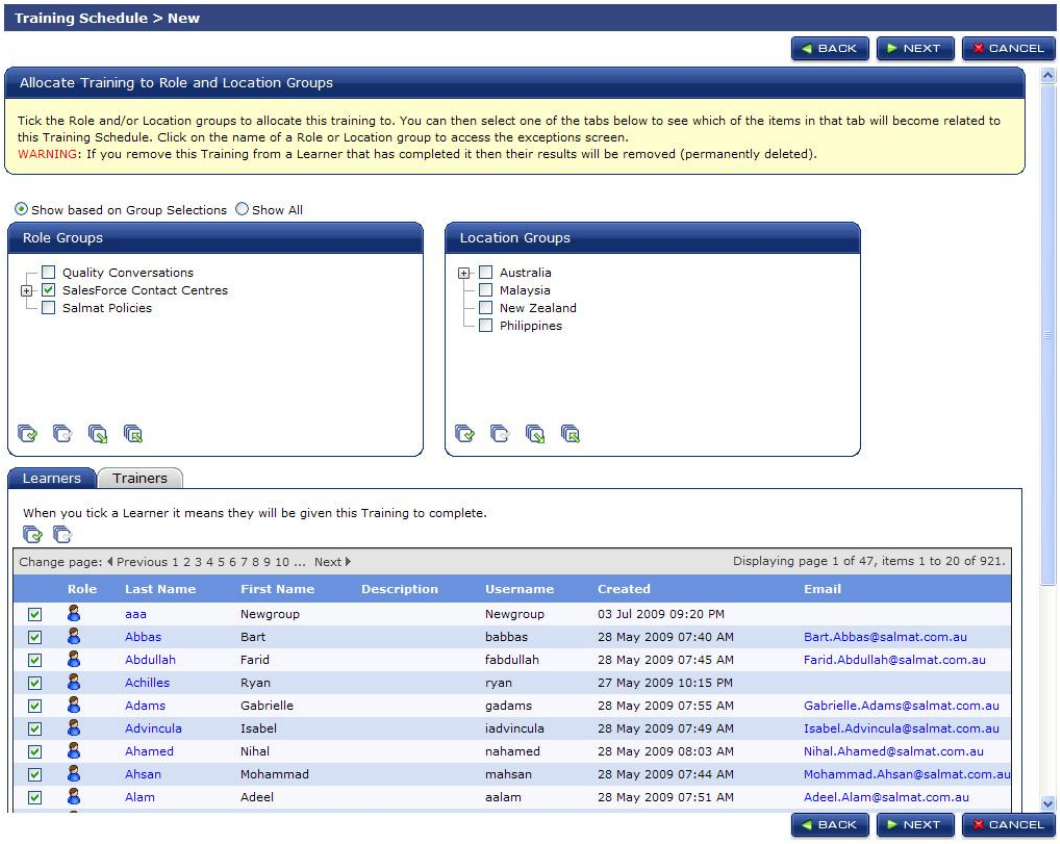
## Scheduling Learning Resources

1. Click the

button, and click on

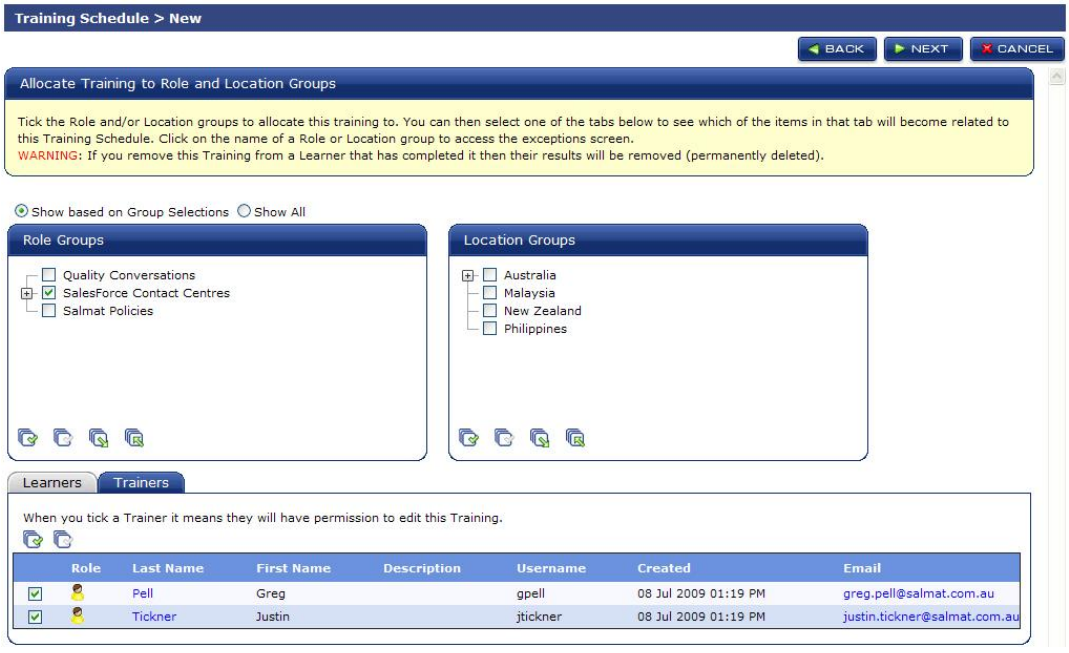
2. Choose 'Learning Resource' as the Training type. Select the Learning Resource you wish to schedule from the drop-down menu and click on the

button.
3. Select the Role and Location Groups that the Training will be assigned to. To do this, check the box next to the group(s) that you wish this training to be assigned to.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au
BACK
NEXT
CANCEL

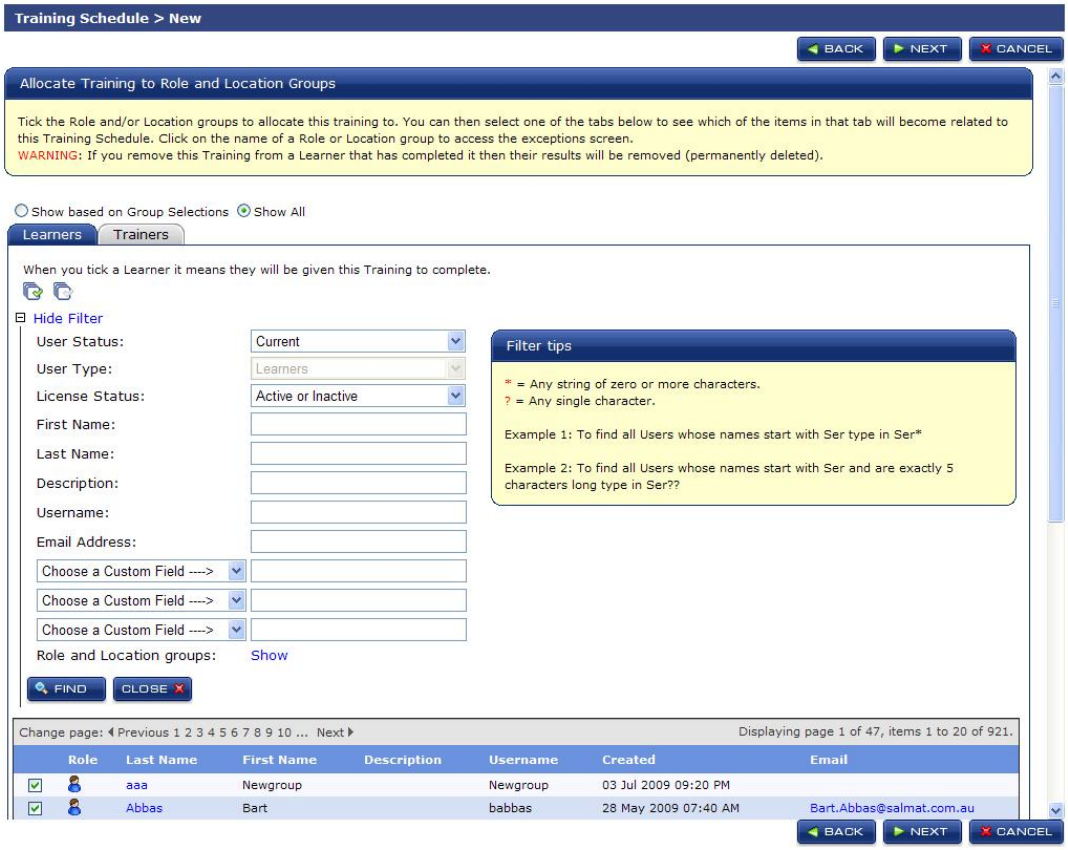
Below the groups panels is the Group Based Selector. From here, you can see the Learners and Trainers that are assigned to the new Training based on the groups ticked. The Learners list is shown by default.

To see the Trainers associated with this new Training Schedule, click ‘Trainers’ on the Group Based Selector.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Trainer it means they will have permission to edit this Training.
Role
Last Name
First Name
Description
Username
Created
Email
Pell Greg gpell 08 Jul 2009 01:19 PM greg.pell@salmat.com.au
Tickner Justin jtickner 08 Jul 2009 01:19 PM justin.tickner@salmat.com.au

You can add or remove learners and trainers from the groups chosen by unticking the checkbox next to the name of the learner/trainer. To add learners or trainers to this training that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners/trainers by all the filter options that are also available from the Users screen (see below).


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Choose a Custom Field ---->
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au
BACK
NEXT
CANCEL

From here, tick/untick the learners or trainers as required. Click on the NEXT button.

4. Select the availability of the Learning Resource. Click on the NEXT button.

   Select either Fixed Date, and subsequently enter in the start and end dates for the Learning Resource, or Fixed Duration, and subsequently pick a set duration for the Learning Resource.

5. Disregard this next screen, as Learning Resources can not have any additional properties assigned to them. Simply click NEXT.

6. Select any other Administrators or Trainers from the list that you wish to share the Training with (optional). Click the NEXT button.

7. Select any email reminders you wish to have sent to learners assigned to the training (see Email Reminders). Click the NEXT button.

8. An (optional) email notification is automatically generated to go out to the Learners you selected. You can modify this email before sending it. If you do not wish to send an email notification, deselect the 'Email notification required' checkbox. Click the NEXT button.

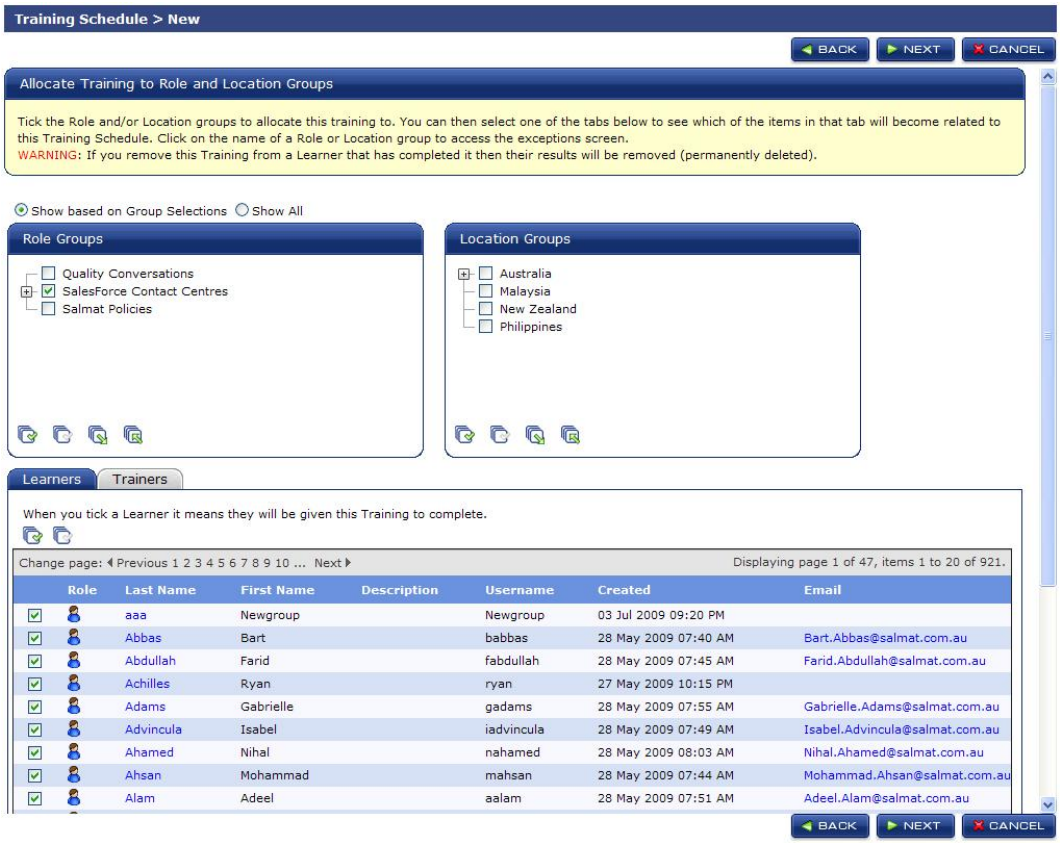
9. A confirmation screen appears with all the details of the Training. If you wish to modify anything click the BACK button. You can also click on View/Edit Learners to view or modify the selected Learners. When you have finished click the FINISHED button.

## Scheduling Activities

1. Click the Training button, and click on New.

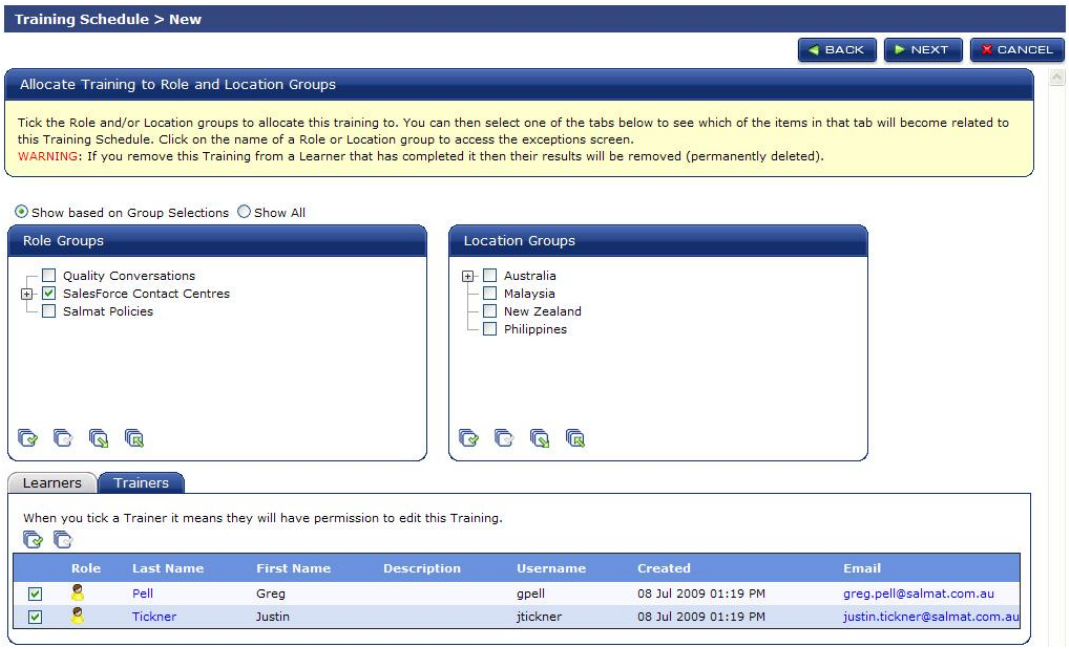
2. Choose 'Activity' as the Training type. Select the Activity you wish to schedule from the drop-down menu and click on the NEXT button.

3. Select the Role and Location Groups that the Training will be assigned to. To do this, check the box next to the group(s) that you wish this training to be assigned to.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au
BACK
NEXT
CANCEL

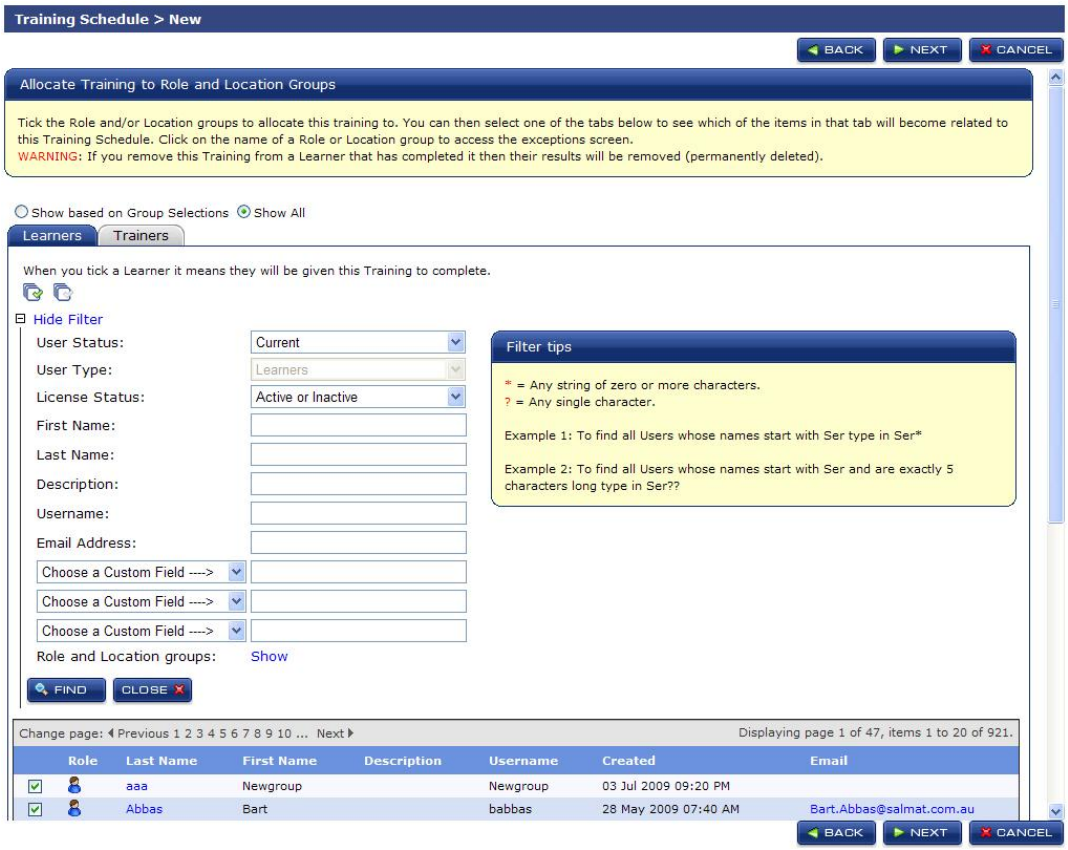
Below the groups panels is the Group Based Selector. From here, you can see the Learners and Trainers that are assigned to the new Training based on the groups ticked. The Learners list is shown by default.

To see the Trainers associated with this new Training Schedule, click ‘Trainers’ on the Group Based Selector.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Trainer it means they will have permission to edit this Training.
Role
Last Name
First Name
Description
Username
Created
Email
Pell
Greg
gpell
08 Jul 2009 01:19 PM
greg.pell@salmat.com.au
Tickner
Justin
jtickner
08 Jul 2009 01:19 PM
justin.tickner@salmat.com.au

You can add or remove learners and trainers from the groups chosen by unticking the checkbox next to the name of the learner/trainer. To add learners or trainers to this training that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners/trainers by all the filter options that are also available from the Users screen (see below).


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Choose a Custom Field ---->
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au
BACK
NEXT
CANCEL

From here, tick/untick the learners or trainers as required. Click on the NEXT button.

4. Select the availability of the Activity. Click on the NEXT button.

   Select either Fixed Date, and subsequently enter in the start and end dates for the Activity, or Fixed Duration, and subsequently pick a set duration for the Activity.

5. Disregard this screen, as Activities can not have any additional properties assigned to them. Simply click NEXT.

6. Select any other Administrators or Trainers from the list that you wish to share the Training with (optional). Click the NEXT button.

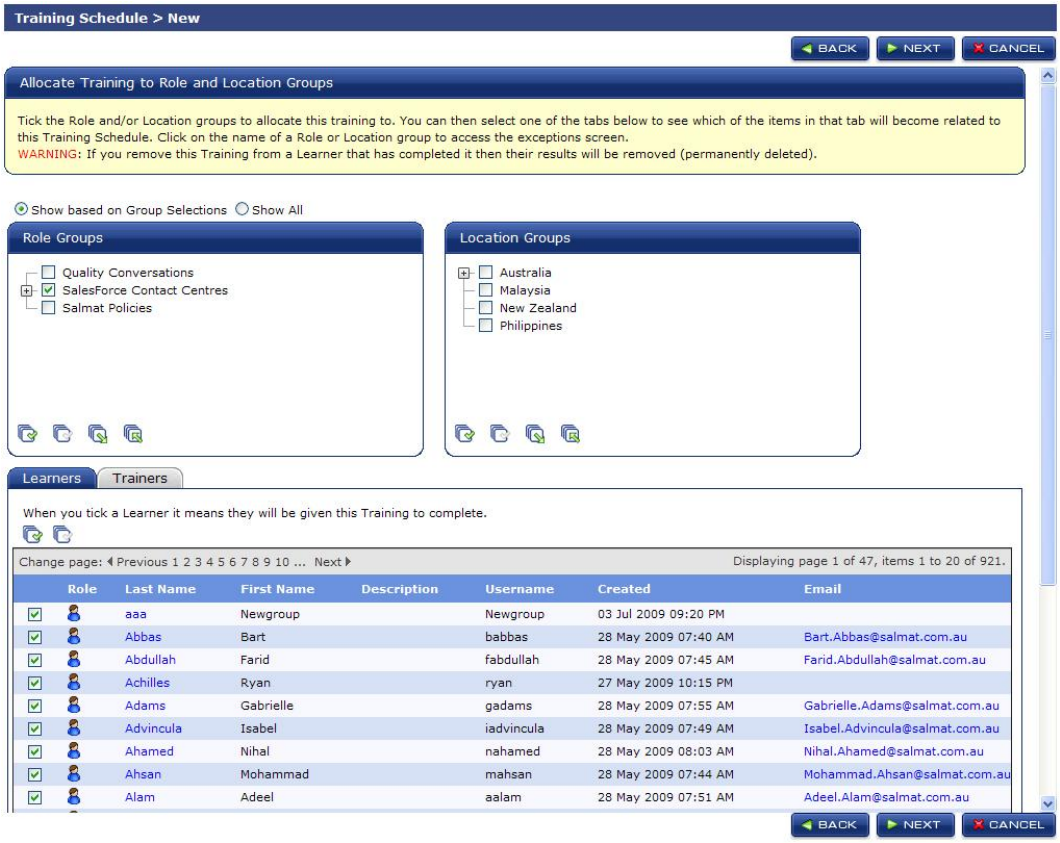
7. Select any email reminders you wish to have sent to learners assigned to the training (see Email Reminders). Click the NEXT button.

8. An (optional) email notification is automatically generated to go out to the Learners you selected. You can modify this email before sending it. If you do not wish to send an email notification, deselect the 'Email notification required' checkbox. Click the NEXT button.

9. A confirmation screen appears with all the details of the Training. If you wish to modify anything click the BACK button. You can also click on View/Edit Learners to view or modify the selected Learners. When you have finished click the FINISHED button.

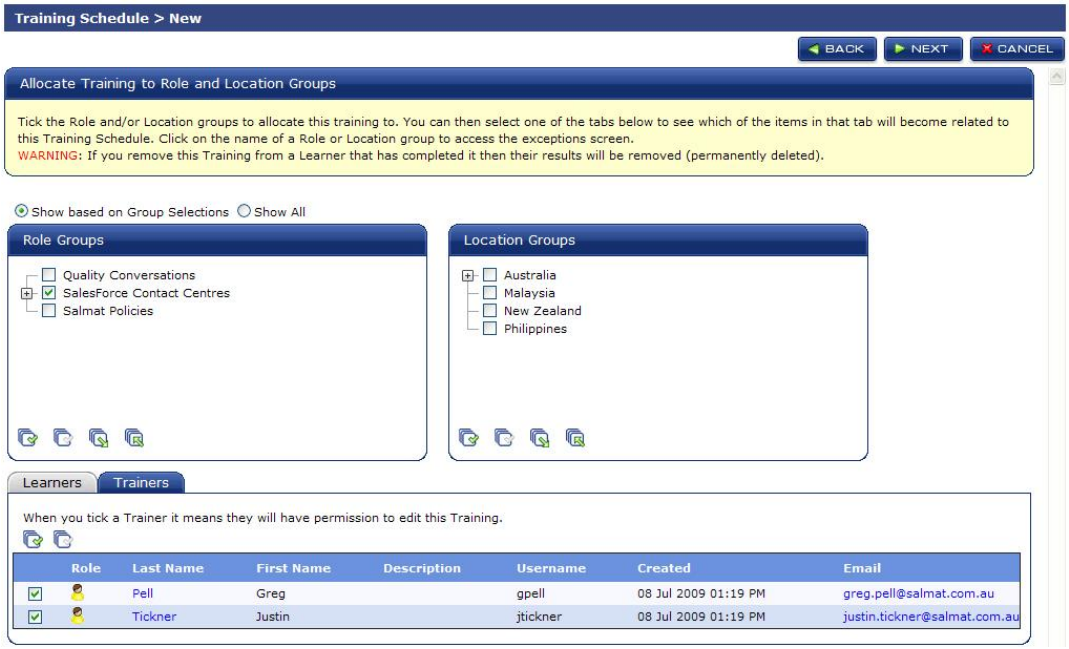
## Scheduling Competencies

1. Click the Training button, and click on New.
2. Choose 'Competency' as the Training type. Select the Competency you wish to schedule from the drop-down menu and click on the NEXT button.
3. Select the Role and Location Groups that the Training will be assigned to. To do this, check the box next to the group(s) that you wish this training to be assigned to.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au
BACK
NEXT
CANCEL

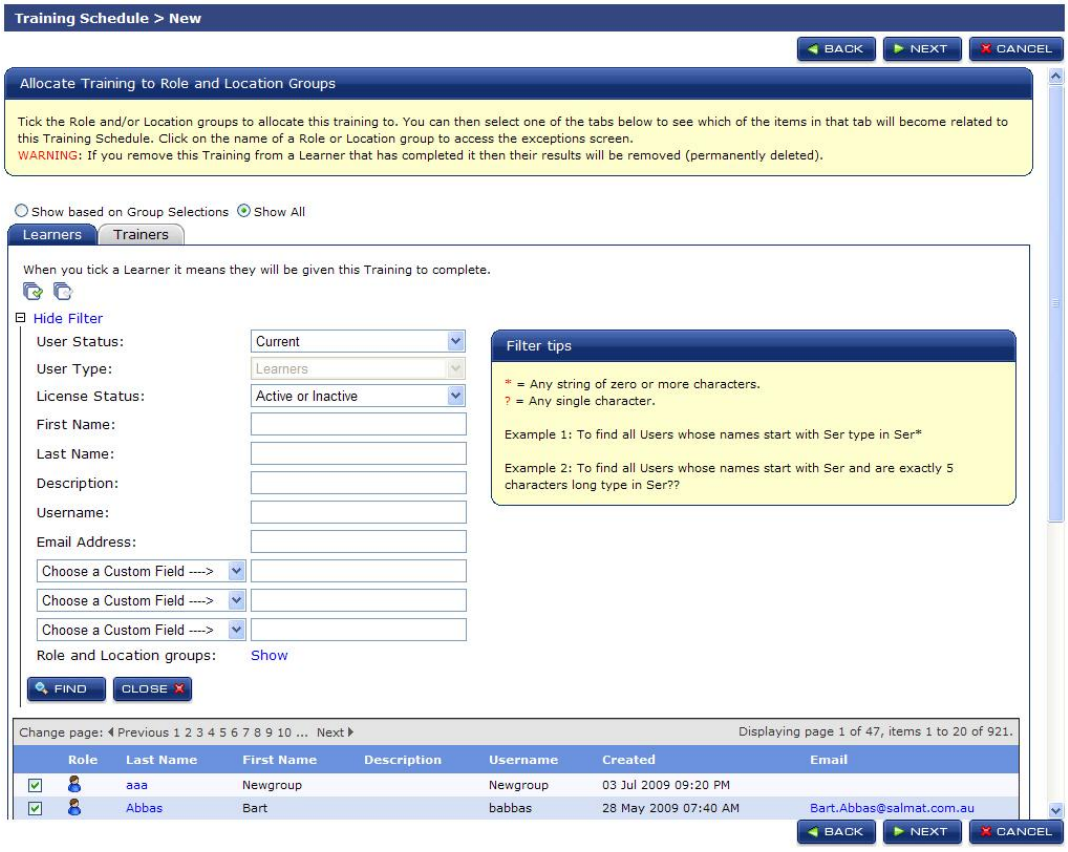
Below the groups panels is the Group Based Selector. From here, you can see the Learners and Trainers that are assigned to the new Training based on the groups ticked. The Learners list is shown by default.

To see the Trainers associated with this new Training Schedule, click 'Trainers' on the Group Based Selector.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Trainer it means they will have permission to edit this Training.
Role
Last Name
First Name
Description
Username
Created
Email
Pell
Greg
gpell
08 Jul 2009 01:19 PM
greg.pell@salmat.com.au
Tickner
Justin
jtickner
08 Jul 2009 01:19 PM
justin.tickner@salmat.com.au

You can add or remove learners and trainers from the groups chosen by unticking the checkbox next to the name of the learner/trainer. To add learners or trainers to this training that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners/trainers by all the filter options that are also available from the Users screen (see below).


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au

From here, tick/untick the learners or trainers as required. Click on the button.

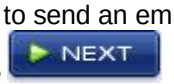
4. Select the availability of the Competency. Click on the button.

   Select either Fixed Date, and subsequently enter in the start and end dates for the Competency, or Fixed Duration, and subsequently pick a set duration for the Competency.

5. Disregard this screen, as Competencies can not have any additional properties assigned to them. Simply click .

6. Select any other Administrators or Trainers from the list that you wish to share the Training with (optional). Click the button.

7. Select any email reminders you wish to have sent to learners assigned to the training (see Email Reminders). Click the button.

8. An (optional) email notification is automatically generated to go out to the Learners you selected. You can modify this email before sending it. If you do not wish to send an email notification, deselect the 'Email notification required' checkbox. Click the  button.

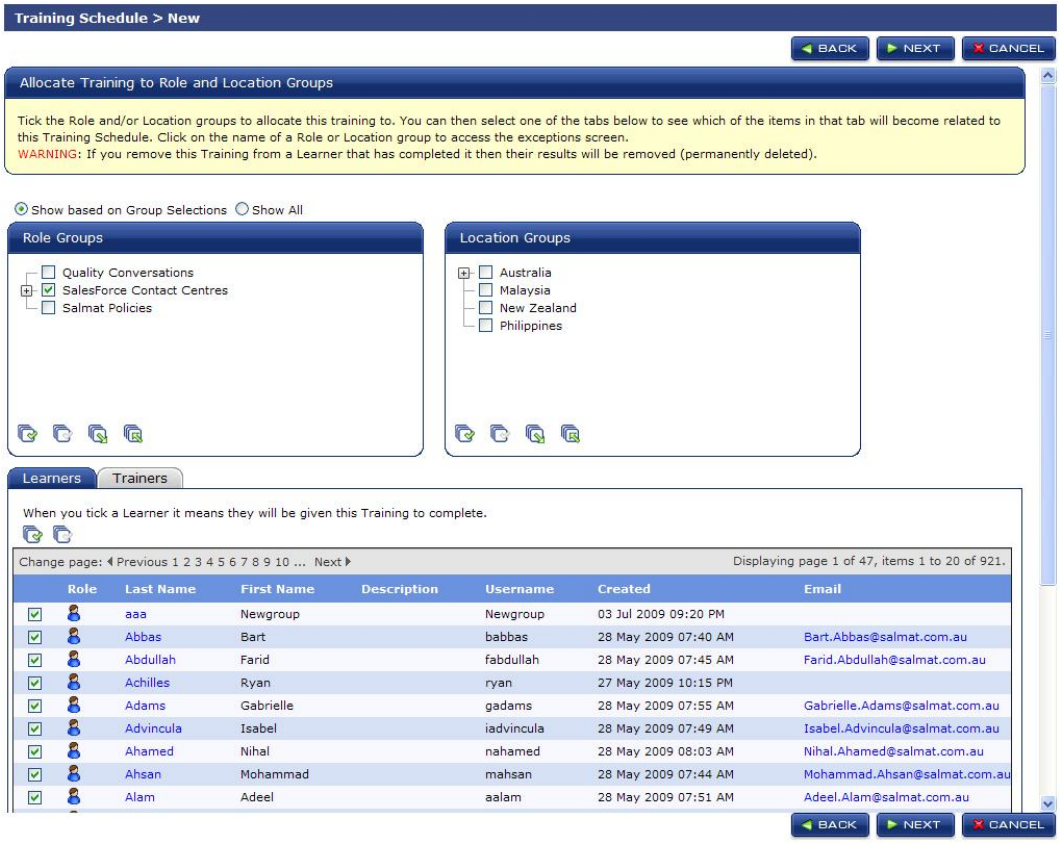
9. A confirmation screen appears with all the details of the Training. If you wish to modify anything click the button. You can also click on View/Edit Learners to view or modify the selected Learners. When you have finished click the button.

## Scheduling Courses

1. Click the button, and click on .

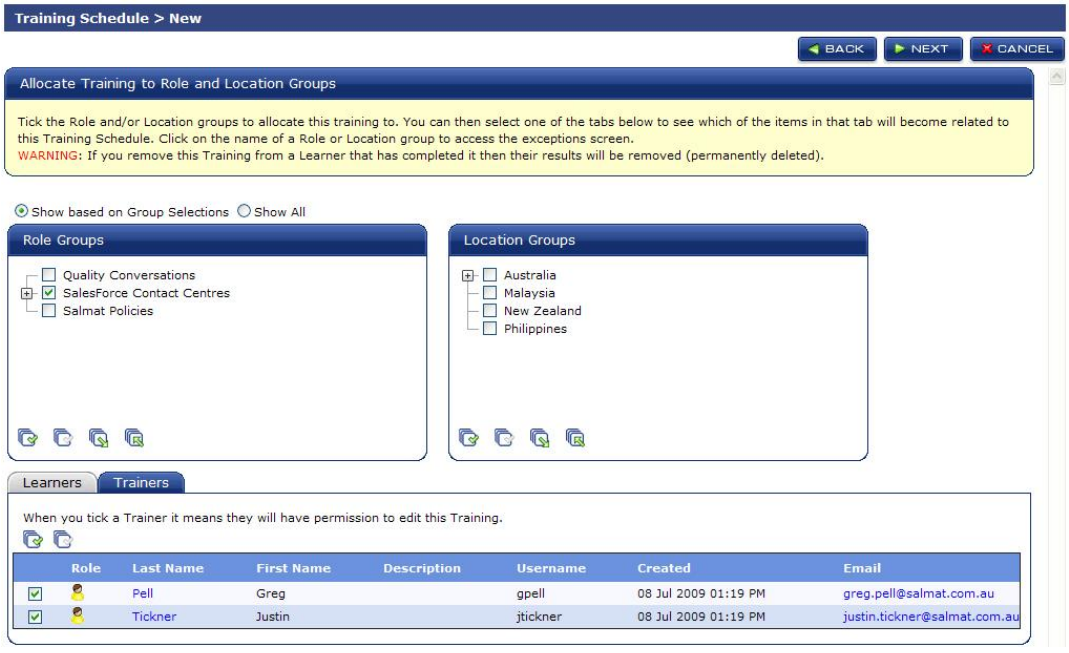
2. Choose 'Course as the Training type. Select the Course you wish to schedule from the drop-down menu and click on the button.

3. Select the Role and Location Groups that the Training will be assigned to. To do this, check the box next to the group(s) that you wish this training to be assigned to.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa Newgroup Newgroup 03 Jul 2009 09:20 PM
Abbas Bart babbas 28 May 2009 07:40 AM Bart.Abbas@salmat.com.au
Abdullah Farid fabdullah 28 May 2009 07:45 AM Farid.Abdullah@salmat.com.au
Achilles Ryan ryan 27 May 2009 10:15 PM
Adams Gabrielle gadams 28 May 2009 07:55 AM Gabrielle.Adams@salmat.com.au
Advincula Isabel iadvincula 28 May 2009 07:49 AM Isabel.Advincula@salmat.com.au
Ahamed Nihal nahamed 28 May 2009 08:03 AM Nihal.Ahamed@salmat.com.au
Ahsan Mohammad mahsan 28 May 2009 07:44 AM Mohammad.Ahsan@salmat.com.au
Alam Adeel aalam 28 May 2009 07:51 AM Adeel.Alam@salmat.com.au
BACK
NEXT
CANCEL

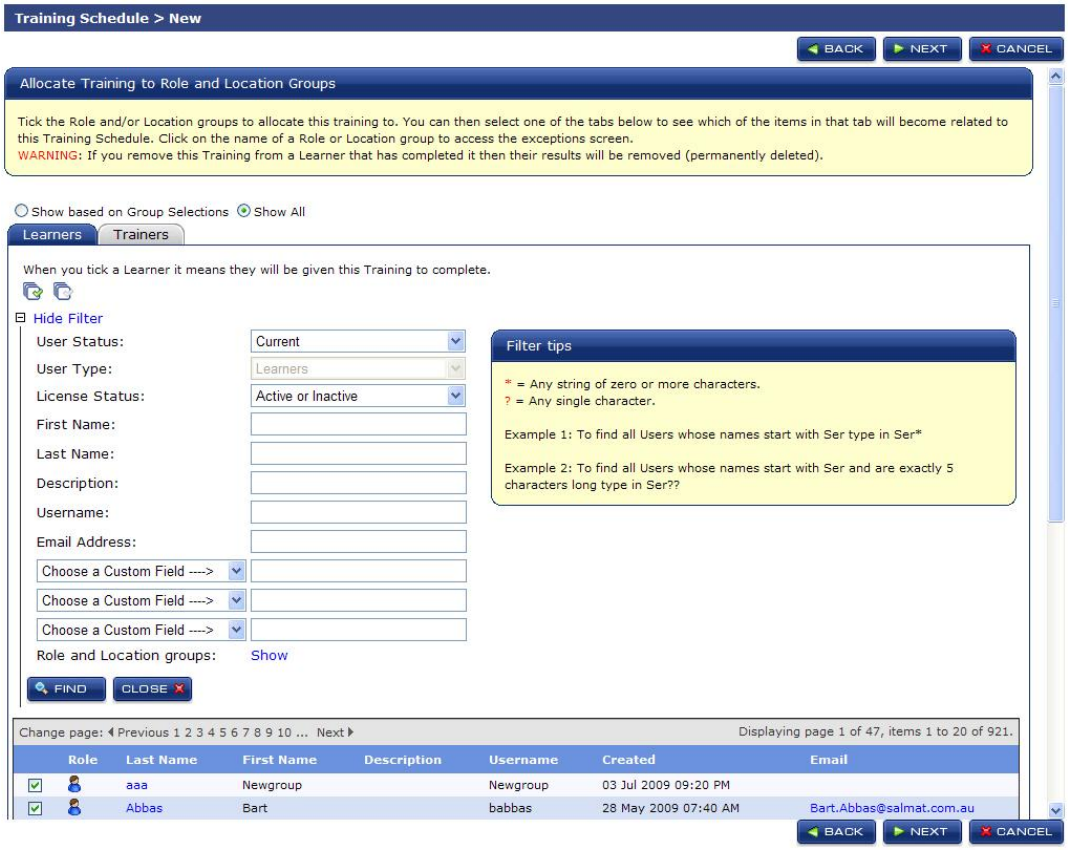
Below the groups panels is the Group Based Selector. From here, you can see the Learners and Trainers that are assigned to the new Training based on the groups ticked. The Learners list is shown by default.

To see the Trainers associated with this new Training Schedule, click ‘Trainers’ on the Group Based Selector.


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Role Groups
Quality Conversations
SalesForce Contact Centres
Salmat Policies
Location Groups
Australia
Malaysia
New Zealand
Philippines
Learners
Trainers
When you tick a Trainer it means they will have permission to edit this Training.
Role
Last Name
First Name
Description
Username
Created
Email
Pell Greg gpell 08 Jul 2009 01:19 PM greg.pell@salmat.com.au
Tickner Justin jtickner 08 Jul 2009 01:19 PM justin.tickner@salmat.com.au

You can add or remove learners and trainers from the groups chosen by unticking the checkbox next to the name of the learner/trainer. To add learners or trainers to this training that **ARE NOT** in the groups assigned to them, click the 'Show All' option above the group lists.

From here, you can filter the full list of learners/trainers by all the filter options that are also available from the Users screen (see below).


Training Schedule > New
BACK
NEXT
CANCEL
Allocate Training to Role and Location Groups
Tick the Role and/or Location groups to allocate this training to. You can then select one of the tabs below to see which of the items in that tab will become related to this Training Schedule. Click on the name of a Role or Location group to access the exceptions screen.
WARNING: If you remove this Training from a Learner that has completed it then their results will be removed (permanently deleted).
Show based on Group Selections
Show All
Learners
Trainers
When you tick a Learner it means they will be given this Training to complete.
Hide Filter
User Status:
Current
User Type:
Learners
License Status:
Active or Inactive
First Name:
Last Name:
Description:
Username:
Email Address:
Choose a Custom Field ---->
Role and Location groups:
Show
FIND
CLOSE
Filter tips
* = Any string of zero or more characters.
? = Any single character.
Example 1: To find all Users whose names start with Ser type in Ser*
Example 2: To find all Users whose names start with Ser and are exactly 5 characters long type in Ser??
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 47, items 1 to 20 of 921.
Role
Last Name
First Name
Description
Username
Created
Email
aaa
Newgroup
Newgroup
03 Jul 2009 09:20 PM
Abbas
Bart
babbas
28 May 2009 07:40 AM
Bart.Abbas@salmat.com.au
BACK
NEXT
CANCEL

From here, tick/untick the learners or trainers as required. Click on the NEXT button.

4. Select the availability of the Course Resource. Click on the NEXT button.

   Select either Fixed Date, and subsequently enter in the start and end dates for the Course, or Fixed Duration, and subsequently pick a set duration for the Course.

5. Select any other Administrators or Trainers from the list that you wish to share the Training with (optional). Click the 'Next' button NEXT.

6. If the course contains any Assessments, click on the Assessment name to view the optional assessment properties.

7. Select any email reminders you wish to have sent to learners assigned to the training (see Email Reminders). Click the NEXT button.

8. An (optional) email notification is automatically generated to go out to the Learners you selected. You can modify this email before sending it. If you do not wish to send an email notification, deselect the 'Email notification required' checkbox. Click on the NEXT button.

9. A confirmation screen appears with all the details of the Training. If you wish to modify anything click the BACK button. You can also click on View/Edit Learners to view or modify the selected Learners. When you have finished, click the FINISHED button.

# Editing Training

1. Click the Training button, and click on List.

2. Click on the icon next to the Training item you wish to edit.

3. Click on the EDIT button. Make any changes you require. Click on the BACK button to go back. Or click on the CANCEL button to cancel.

4. When you have finished, click the FINISHED button.

**WARNING: When you edit training and remove a Group or Learner from a Training schedule, that group and all Learners in that Group (that have that Training) will no longer be able to see or access that particular Training and will also have all results for that Training removed.**

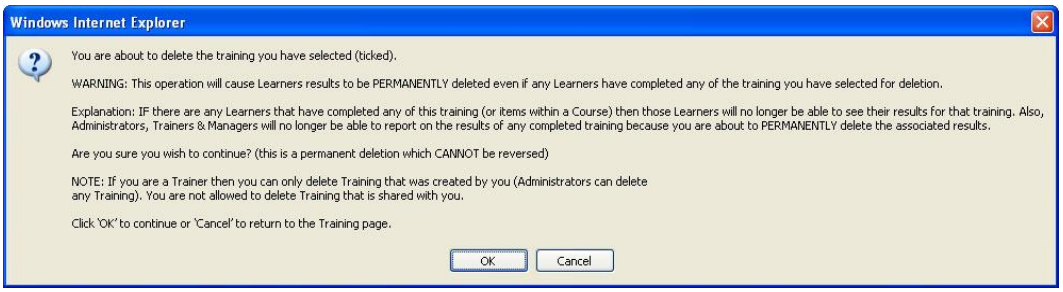
# Deleting Training

1. Click the Training button, and click on List.

2. Select the Training item(s) to be deleted by checking the box next to the Training name.

3. Click on DELETE.

   The following message is displayed:


Windows Internet Explorer
You are about to delete the training you have selected (ticked).
WARNING: This operation will cause Learners results to be PERMANENTLY deleted even if any Learners have completed any of the training you have selected for deletion.
Explanation: IF there are any Learners that have completed any of this training (or items within a Course) then those Learners will no longer be able to see their results for that training. Also, Administrators, Trainers & Managers will no longer be able to report on the results of any completed training because you are about to PERMANENTLY delete the associated results.
Are you sure you wish to continue? (this is a permanent deletion which CANNOT be reversed)
NOTE: If you are a Trainer then you can only delete Training that was created by you (Administrators can delete any Training). You are not allowed to delete Training that is shared with you.
Click 'OK' to continue or 'Cancel' to return to the Training page.
OK
Cancel

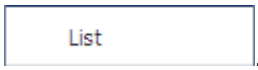
4. Click OK. The Training will now be deleted.

**WARNING: Deleting training will also PERMANENTLY delete all results for that particular training from learners and from the Tracking page. Caution must be used when deleting Training, as the Learners Results cannot be retrieved.**

# Archiving Training

Archiving training allows administrators and trainers to move training out of the normal training page, to allow easier sorting of current training. Archiving a training resource does not delete it, nor remove it from learners. It simply filters archived training out of normal view for ease of use for Administrators and Trainers.

1. Click the

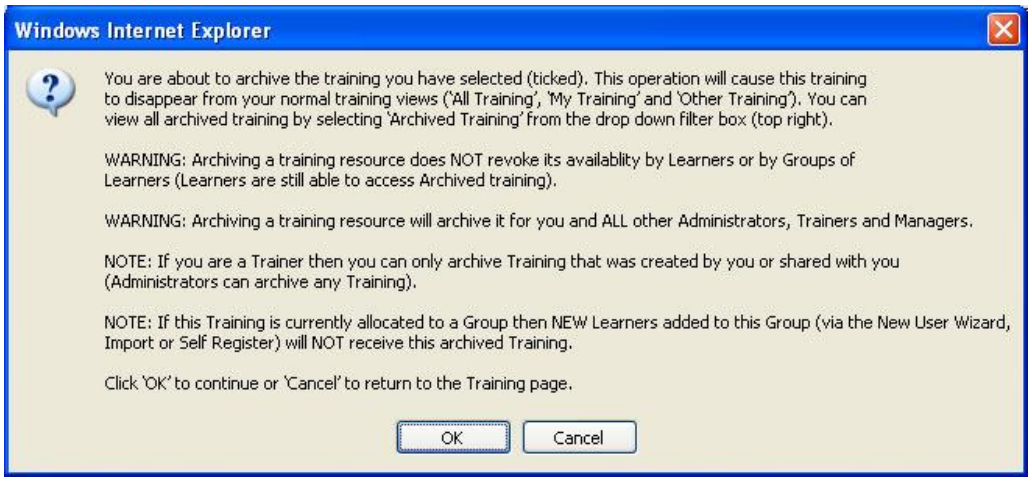
button, and click on 

.

2. Select the Training(s) to be archived by checking the box next to the Training name.

3. Click on the

button. The following message is displayed:


Windows Internet Explorer
You are about to archive the training you have selected (ticked). This operation will cause this training to disappear from your normal training views ('All Training', 'My Training' and 'Other Training'). You can view all archived training by selecting 'Archived Training' from the drop down filter box (top right).
WARNING: Archiving a training resource does NOT revoke its availablity by Learners or by Groups of Learners (Learners are still able to access Archived training).
WARNING: Archiving a training resource will archive it for you and ALL other Administrators, Trainers and Managers.
NOTE: If you are a Trainer then you can only archive Training that was created by you or shared with you (Administrators can archive any Training).
NOTE: If this Training is currently allocated to a Group then NEW Learners added to this Group (via the New User Wizard, Import or Self Register) will NOT receive this archived Training.
Click 'OK' to continue or 'Cancel' to return to the Training page.
OK
Cancel

Click OK. The Training is now archived, and can be viewed by using the filter drop-down from the Training page.

# Unarchiving Training

Unarchiving training allows administrators and trainers to move training from the Archive to the normal training page.

1. Click the Training button, and click on List.
2. Click on the 'Filter' link to Open the Filter panel. Select 'Archived Schedules' from the 'My View' filter box and click FIND. A list of all Archived Schedules will display.
3. Then, select the Training(s) resources to be unarchived by checking the box next to the Training name.
4. Click on the UNARCHIVE button.

   Click OK to the Message that is displayed. The Training is now unarchived, and can be viewed in the normal view ('All Schedules' option from the 'My View' filter) of the Training page.

# Merge Training

Merge Training allows administrators and trainers to combine an existing training schedule with a new resource, whilst maintaining the results and marks for individual learners from the original schedule.

**NB: Only training schedules/resources that contain the same resources in the same order will be allowed to be merged**.

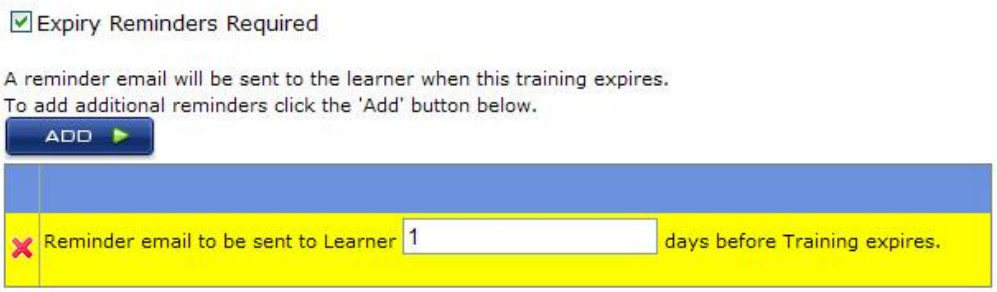
1. Click the Training button, and click on Merge.
2. Select the training schedule that you wish to supersede by clicking the radio button next to the name of the training schedule. Click NEXT.
3. Select the resource or course that you wish to merge into by clicking the radio button next to the name of the resource/course. Once the training schedule and resource/course have been merged, the resource/course selected here will still be listed on the Training list screen, whilst the training schedule that has been superseded will have been removed from the Training list. Click NEXT.
4. Select the checkbox next to any learners who were excluded from the existing training schedule that should be included in the new merged training schedule. Click NEXT.
5. Select the checkbox next to any learners whose results for the superseded training should be reset once the training has been merged. Click NEXT.

6. A confirmation screen appears with all the details of the training schedule and resource/course to be merged. If you wish to modify anything click the BACK button. When you have finished, click the FINISHED button. This process cannot be reversed once the merge has been confirmed.

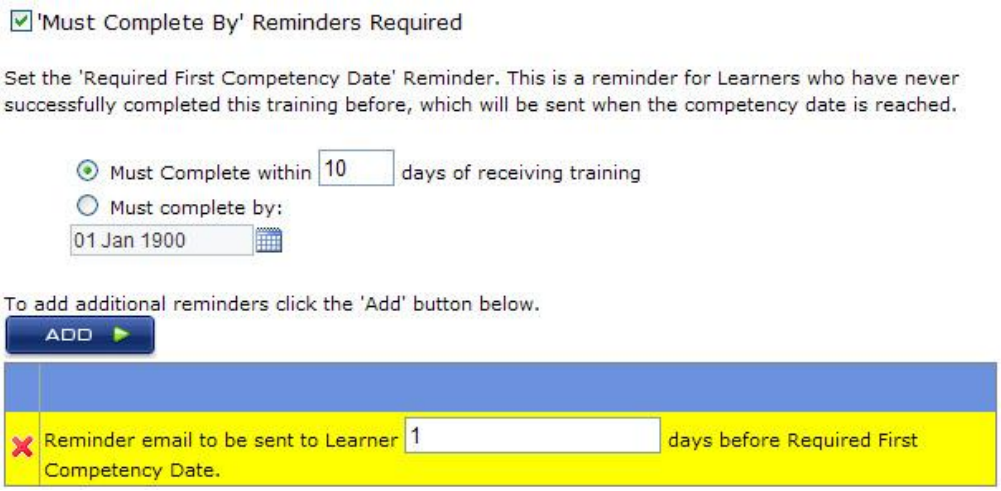
# Email Reminders

When scheduling training to learners or groups of learners, you have the option to have Skills Optimiser automatically send out email reminders to learners in various situations.

- **Expiry/Ending Reminders:**
  When this reminder is enabled, a learner will receive an email reminder when the training schedule expires. You can also add additional reminders for a specified amount of days before the training schedule expires/ends by clicking the ADD button and entering an amount of days for the additional reminder.


Expiry Reminders Required
A reminder email will be sent to the learner when this training expires.
To add additional reminders click the 'Add' button below.
ADD
Reminder email to be sent to Learner 1 days before Training expires.

- **Must Complete By Reminders:**
  When this reminder is enabled, a learner who has never successfully completed the training will receive an email reminder when the training competency date is reached. You can also add additional reminders for a specified amount of days before the training competency date by clicking the ADD button and entering an amount of days for the additional reminder.


'Must Complete By' Reminders Required
Set the 'Required First Competency Date' Reminder. This is a reminder for Learners who have never successfully completed this training before, which will be sent when the competency date is reached.
Must Complete within 10 days of receiving training
Must complete by:
01 Jan 1900
To add additional reminders click the 'Add' button below.
ADD
Reminder email to be sent to Learner 1 days before Required First Competency Date.

- **Notify Learner when Training is Unlocked Reminders:**
  When this reminder is enabled, a learner who has previously completed the training will receive an email reminder when the locked period for a recurring training has ended.

  **NB: This email reminder can only be added to a Recurring Training type training schedule**

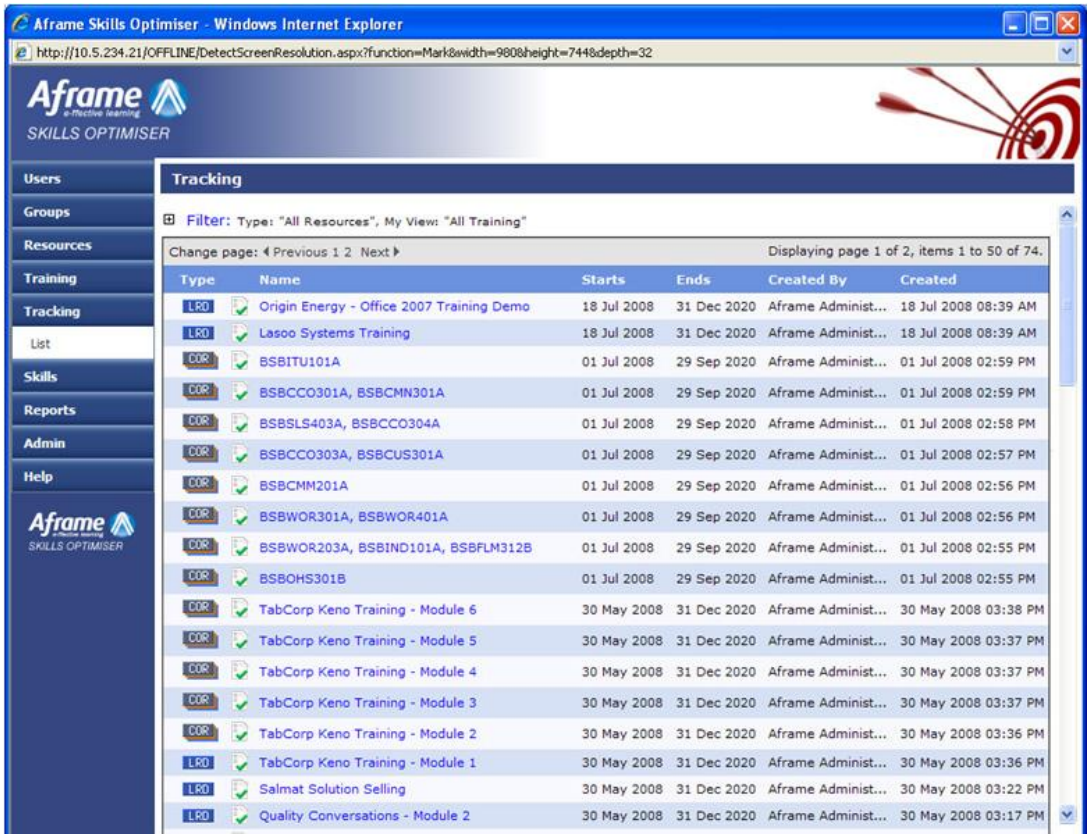
# Tracking

Once a Resource has been scheduled, it will appear in the Tracking screen. The Tracking screen allows an Administrator or Trainer to manually mark and track results for Activities, Competencies, Assessments, Learning Resources and Courses.

## Viewing Training in the Tracking list

1. To view the Tracking list, click on Tracking and then click on the List button.

   The Tracking screen lists the name of the Resource that has been scheduled, the resource type, the start and end date for the training, who it was created by and the date the training was created. If a course has been scheduled, it is necessary to click on its name to view the individual Resources.


Aframe Skills Optimiser - Windows Internet Explorer
http://10.5.234.21/OFFLINE/DetectScreenResolution.aspx?function=Mark&width=980&height=744&depth=32
Aframe
SKILLS OPTIMISER
Users
Groups
Resources
Training
Tracking
List
Skills
Reports
Admin
Help
Tracking
Filter: Type: "All Resources", My View: "All Training"
Change page: Previous 1 2 Next
Displaying page 1 of 2, items 1 to 50 of 74.
Type Name Starts Ends Created By Created
LRO Origin Energy - Office 2007 Training Demo 18 Jul 2008 31 Dec 2020 Aframe Administ... 18 Jul 2008 08:39 AM
LRO Lasoo Systems Training 18 Jul 2008 31 Dec 2020 Aframe Administ... 18 Jul 2008 08:39 AM
COR BSBITU101A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:59 PM
COR BSBCCO301A, BSBCMN301A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:59 PM
COR BSBSLS403A, BSBCCO304A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:58 PM
COR BSBCCO303A, BSBCUS301A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:57 PM
COR BSBCMM201A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:56 PM
COR BSBWOR301A, BSBWOR401A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:56 PM
COR BSBWOR203A, BSBIND101A, BSBFLM312B 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:55 PM
COR BSBOHS301B 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:55 PM
COR TabCorp Keno Training - Module 6 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:38 PM
COR TabCorp Keno Training - Module 5 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
COR TabCorp Keno Training - Module 4 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
COR TabCorp Keno Training - Module 3 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
COR TabCorp Keno Training - Module 2 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:36 PM
LRO TabCorp Keno Training - Module 1 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:36 PM
LRO Salmat Solution Selling 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:22 PM
LRO Quality Conversations - Module 2 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:17 PM

2. Click on the Training name to view the list of all users assigned to the Training, the date and time each User completed the Training and their mark and grade.

3. For an assessment, once a learner has completed it, their username will become a hyperlink and blue in colour and the unmarked results will be displayed. If a learner has suspended an Assessment, their results so far will be displayed, however their Username will remain grey restricting Administrators and Trainers from marking the Assessment until the learner has completed it.

# Filtering Tracking

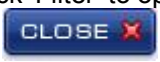
You can use the Skills Optimiser Filtering function to find training to track/manually mark. The Skills Optimiser filtering function works in the same way for Users, Tracking and Training.

1. Click the

button, and click on the

button.

2. The Tracking list will load with the filter panel closed. Click 'Filter' to open the Filter panel.

   To hide the filter panel, click on either 'Hide Filter' or the 

button. To reopen the filter panel, click on 'Filter'.

3. Enter information into one or more of the following fields:

   - Training Type (Activity, Assessment, Competency, Course, Learning Resource)
   - My View (All Training, My Training, Shared Training, Others Training, Archived Training)
   - Training Name
   - Created by First Name
   - Created by Last Name
   - Scheduled Start
   - Scheduled End
   - Role and Location Groups (click 'Show' and select role/location groups to filter by. If you select both role and location groups, only training that is scheduled to **both** the selected role and location groups will be displayed. To hide the role and location group lists, click 'Hide').

   The use of wildcards (* and ?) are available, for example:

| **Wild Card** | **Example** |
|---|---|
| * - Replace any number of characters in the search criteria with * to search for an unknown word. | Search for the Training regarding biochemistry and biochemicals: Search using: biochem* |
| ? - Replace any character with ? to have that character equal any alpha-numeric character | Search for the Training name : Search using: K?te |

4. Click on the

button.

**Please Note:** You can also filter user results when manually marking Activities, Assessments, Competencies or Learning Resources. Click on 'Filter' from their respective page to access the filter panel. This filter panel operates in the same way as the User filter panel (see Users).

# Automatic Marking

Authoring Assessments in Aframe Professional provides the option to have the Assessment automatically marked - partially or completely by setting short answer and multiple choice questions with predefined answers. Assessments can be a combination of manual and automatically marked questions.

**Please Note:** All long answer questions, as well as short answer questions without predefined answers, will need to be marked manually by a Trainer/Administrator.

# Manual Marking

You can manually mark all types of training; activity, competency, assessment, learning resource and course.

## Activity/Competency

Both activities and competencies can be manually marked through the Tracking section of Skills Optimiser. These activities can be marked as 'complete' or 'competent' multiple times, for instance when an annual requirement is met over multiple years. A marking history for activities and competencies can be seen listed on a learner's activity/competency individual report.

Activities and competencies can also be marked as exempt. When a learner is marked as exempt, they will not have to complete the activity/competency to be considered as having completed the activity/competency.

To track a learner's activity manually:

1. Click on the

button, and click on

.
2. Click on the Tracking icon ( ) next to the Activity's name.
3. From the Activity marking page, you can attach a file to the learner's activity as well as view a file that a learner has attached to the Activity themselves.

   To **attach a file** to a learner's activity, click the checkbox next to the learner(s) you wish to attach the file to, then click 'Browse' to select a file to attach (NB: The file will be attached once the learner is marked and the

button is clicked).

   To **view an already attached file** on a learner's activity, click the icon next to the learner's record for the activity. The attached file will open in a new window.
4. To mark as **"Complete"**, select "Complete" from the status list, set the completion date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as "Complete". Then, click the

button. The selected users should now have a green tick and a completion date next to their name.
5. To mark as **"Not Started"**, select "Not Started" from the status list, and select the checkbox next to the name of the user(s) you wish to mark as "Not Started". Then, click the

button. The selected users should not have a green tick and a completion date next to their name.

6. To mark as **“Exempt”**, select “Exempt” from the status list, set the exemption date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as “Exempt”. Then, click the UPDATE button. The selected users should now be marked as Exempt.

7. To mark as **“Not Exempt”**, select “Not Exempt” from the status list, and select the checkbox next to the name of the user(s) you wish to mark as “Not Exempt”. Then, click the UPDATE button.

8. To mark as **"Pending Review",** select “Pending Review” from the status list, and select the checkbox next to the name of the user(s) you wish to mark as “Pending Review”. Then, click the UPDATE button.

To mark a learner’s competency manually:

1. Click on the Tracking button, and click on List.

2. Click on the Tracking icon ( ) next to the Competency's name.

3. From the Competency marking page, you can attach a file to the learner's competency as well as view a file that a learner has attached to the Competency themselves.

   To **attach a file** to a learner's competency, click the checkbox next to the learner(s) you wish to attach the file to, then click 'Browse' to select a file to attach (NB: The file will be attached once the learner is marked and the UPDATE button is clicked).

   To **view an already attached file** on a learner's competency, click the icon next to the learner's record for the competency. The attached file will open in a new window.

4. To mark as **“Competent”**, select “Competent” from the status list, set the completion date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as “Competent”. Then, click the UPDATE button under. The selected users should now have a green tick and a date achieved value next to their name.

5. To mark as **“Not Yet Competent”**, select “Not Yet Competent” from the status list, and select the checkbox next to the name of the user(s) you wish to mark as “Not Yet Competent”. Then, click the UPDATE button. The selected users should not have a green tick and a date achieved value next to their name.

6. To mark as **“Exempt”**, select “Exempt” from the status list, set the exemption date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as “Exempt”. Then, click the UPDATE button. The selected users should now be marked as Exempt.

7. To mark as **“Not Exempt”**, select “Not Exempt” from the status list, and select the checkbox next to the name of the user(s) you wish to mark as “Not Exempt”. Then, click the UPDATE button.

8. To mark as **"Pending Review",** select “Pending Review” from the status list, and select the checkbox next to the name of the user(s) you wish to mark as “Pending Review”. Then, click the

button.

**Please Note:** It is possible to have Activities and Competencies self-marked by the learner themselves, rather than by an Administrator through the Tracking function. If you would like this feature to be activated (if your version of Skills Optimiser is hosted by Salmat Learning) or assistance in activating it yourself (self-hosted versions of Skills Optimiser), please contact your Salmat Learning Consultant.

## Assessments

Assessments can be marked as exempt. When a learner is marked as exempt, they will not have to complete the assessment to be considered as having completed the assessment.

To track assessments:

1. Click on the

button, and click on

.
2. Click on the Tracking icon ( ) next to the Assessment's name.
3. To mark as **“Exempt”**, select “Exempt” from the status list, set the exemption date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as “Exempt”. Then, click the

button. The selected users should now be marked as Exempt.
4. To mark as **“Not Exempt”**, select “Not Exempt” from the status list, and select the checkbox next to the name of the user(s) you wish to mark as “Not Exempt”. Then, click the

button.
5. To **release results** for an assessment, select the checkbox next to the name of the user(s) and click the

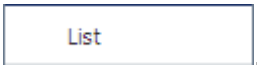
button under the Release Results heading. The selected users should now have their results released to them.

   Upon releasing any assessment results an email will be sent to the learner notifying them that a report is available for them to download once they log into their Skills Optimiser account. This email will only be sent to the learner if they have an email address and that they have completed an assessment. Anyone who has not completed an assessment or is still in progress will not receive this email.
6. To **hold results** for an assessment, select the checkbox next to the name of the user(s) and click the

button under the Release Results heading. The selected users should now have their results held from them.

To mark a learner’s assessment manually:

1. Click on the

button, and then click on 

.

2. Click on the Tracking icon ( ) next to the Assessment's name.
3. Click on the learner's username.
4. Click on each short and long answer question to mark. You can change marks allocated and insert comments for each question if you wish.

    - **Creating/Editing Comments**

        1. Click on the blue Comment hyperlink next to the question and type in a comment. You can also change the mark allocated.
        2. Click SAVE.
        3. The Learner's Assessment is displayed. Click SAVE.
        4. To delete the comment, simply delete all text from the comment and click SAVE.

## Learning Resource

Learning Resources can be marked as exempt. When a learner is marked as exempt, they will not have to complete the learning resource to be considered as having completed the learning resource.

To track a learner's learning resource manually:

1. Click on the Tracking button, and click on List.
2. Click on the Tracking icon ( ) next to the Learning Resource's name.
3. To mark as **"Exempt"**, select "Exempt" from the status list, set the exemption date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as "Exempt". Then, click the UPDATE button. The selected users should now be marked as Exempt.
4. To mark as **"Not Exempt"**, select "Not Exempt" from the status list, and select the checkbox next to the name of the user(s) you wish to mark as "Not Exempt". Then, click the UPDATE button.

## Courses

Courses can be marked as exempt. When a learner is marked as exempt, they will not have to complete the course to be considered as having completed the course.

**Please Note:** Marking all the resources in a course as 'exempt' for a learner will subsequently mark the course as 'exempt', and the learner will not need to complete the course.

1. Click on the

button, and click on

.

2. Click on the Tracking icon ( ) next to the Course's name.

3. From the next screen, click on the Tracking icon ( ) next to the Course's name.

   Clicking on the tracking icon ( ) next to the name of the resources inside the course from this page will take you to the respective marking page for that resource.

4. To mark as **"Exempt"**, select "Exempt" from the status list, set the exemption date, enter a comment (optional) and select the checkbox next to the name of the user(s) you wish to mark as "Exempt". Then, click the

button.

5. To mark as **"Not Exempt"**, select "Not Exempt" from the status list, and select the checkbox next to the name of the user(s) you wish to mark as "Not Exempt". Then, click the

button.

# Skills

Skills are proficiencies that a learner needs to achieve in order to perform their job role function to a required level, and are an integral part of the functionality of Skills Optimiser. Skills can be assigned to groups individually, or they can be grouped together to form a skill set. These skills or skill sets can be assigned to multiple role and location groups, or deployed through the use of a Role Profile (a grouping of multiple skills and skill sets that are specific to the job role of a learner).

There are six different types of skills:

- Skill (SKL)
- SkillSet (SKS)
- Knowledge (KNO)
- Competency (COM)
- License (LIC)
- Special (SPL)
- Qualification (QAL)

## Creating Skills

1. Click the

button, then click the

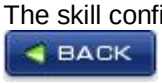
button, and click on the

button.
2. Enter a name for the new skill, select the Skill Type (Skill, Knowledge, Competency, Licence or Special), and enter a Skill Code and Description. Click

.
3. Select the Training you wish to include in the Skill from the 'Training' list on the left and click
. To remove Training from the Skill, either click on the Training name from the 'Selected Training' list on the right and click
or click on the
button to remove all included training.

   The Training item will go back into the Training list. To select multiple Training items at once, hold down the Ctrl key while you click with the mouse. To filter the 'Training' list by different types of training item, select an option from the Filter box above. Click on the

button.
4. Assign the skill to role or location groups by ticking the checkbox next to the group name. Selecting a group will associate this skill with this group and every subgroup of this group. This step can be skipped if the New Skill is going to be included in a Role Profile. Click

.
5. The skill confirmation page will appear. To adjust any aspects of the skill, click 

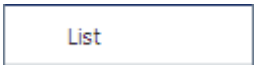
to go back through the New Skill wizard and change aspects of the skill. Click the

button to create the new skill.

## Editing Skills

1. Click the

button, then click the

button, and click on the 

button.

2. Click on the name of a skill from the 'Skills/Role Profiles' panel. Once the detailed information loads, click on the 'Edit' button.

3. Make the required changes to the name of the skill, the Skill Type (Skill, Knowledge, Competency, Licence or Special) and the Skill Code and Description. Click

.

4. Select the Training you wish to include in the Skill from the 'Training' list on the left and click
. To remove Training from the Skill, either click on the Training name from the 'Selected Training' list on the right and click
or click on the
button to remove all included training.

   The Training item will go back into the Training list. To select multiple Training items at once, hold down the Ctrl key while you click with the mouse. To filter the 'Training' list by different types of training item, select an option from the Filter box above. Click on the

button.

5. Make any changes to the role or location groups the skill is assigned to by ticking the checkbox next to the group name (to add a new group) or by unticking the checkbox next to a group's name (to unassign the skill from a group). Selecting a group will associate this skill with this group and every subgroup of this group. Click

.

6. The skill confirmation page will appear. To adjust any aspects of the skill, click

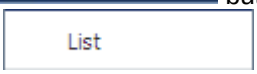
to go back through the Edit Skill wizard and change aspects of the skill. Click the

button. The Skill will have been edited.

### Deleting Skills

1. Click the

button, then click the

button, and click on the 

button.
2. Click on the name of a skill from the 'Skills/Role Profiles' panel. Once the detailed information loads, click on the 'Delete' button.
3. The selected skill will have been deleted.

## Creating Skill Sets

1. Click the

button, then click the

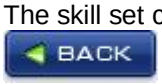
button, and click on the

button.
2. Enter a name for the new Skill Set and enter a Skill Code and Description. Click

.
3. Select the Skills/Skill Sets you wish to include in the Skill Set from the 'Skills' list on the left and click . To remove Skills/Skill Sets from the Skill Set, either click on the Skill/Skill Set name from the 'Skill Set contains' list on the right and click or click on the button to remove all included skills/skill sets.

   The Skill/Skill Set(s) will go back into the Skills list. To select multiple skills/skill sets at once, hold down the Ctrl key while you click with the mouse. To adjust the order of the skills/skill sets in a skill set, select the skill from the 'Skill set contains' list and either click the button or the button to adjust the order. To filter the skills list (by name, type, description, keywords, created by, role group or location group), click on the 'Filter' link, enter the data you wish to filter by and click 'Apply'. Click on the

button.
4. Assign the skill set to role or location groups by ticking the checkbox next to the group name. Selecting a group will associate this skill set with this group and every subgroup of this group. This step can be skipped if the New Skill Set is going to be included in a Role Profile. Click

.
5. The skill set confirmation page will appear. To adjust any aspects of the skill set, click 

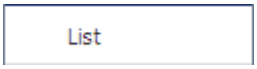
to go back through the New Skill Set wizard and change aspects of the skill set. Click the

button to create the new skill set.

## Editing Skill Sets

1. Click the

button, then click the

button, and click on the 

button.

2. Click on the name of a skill set from the 'Skills/Role Profiles' panel. Once the detailed information loads, click on the 'Edit' button.

3. Make the required changes to the name of the skill set, keywords, the Skill Code and Description. Click

.

4. Select the Skills/Skill Sets you wish to include in the Skill Set from the 'Skills' list on the left and click
. To remove Skills/Skill Sets from the Skill Set, either click on the Skill/Skill Set name from the 'Skill Set contains' list on the right and click
or click on the
button to remove all included skills/skill sets.

   The Skill/Skill Set(s) will go back into the Skills list. To select multiple skills/skill sets at once, hold down the Ctrl key while you click with the mouse. To adjust the order of the skills/skill sets in a skill set, select the skill from the 'Skill set contains' list and either click the
button or the
button to adjust the order. To filter the skills list (by name, type, description, keywords, created by, role group or location group), click on the 'Filter' link, enter the data you wish to filter by and click 'Apply'. Click on the

button.

5. Make any changes to the role or location groups the skill set is assigned to by ticking the checkbox next to the group name (to add a new group) or by unticking the checkbox next to a group's name (to unassign the skill set from a group). Selecting a group will associate this skill set with this group and every subgroup of this group. Click

.

6. The skill set confirmation page will appear. To adjust any aspects of the skill set, click

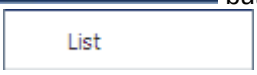
to go back through the Edit Skill Set wizard and change aspects of the skill set. Click the

button. The Skill Set will have been edited.

### Deleting Skill Sets

1. Click the

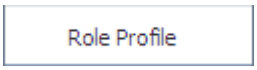
button, then click the

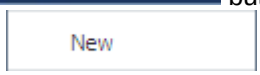
button, and click on the 

button.
2. Click on the name of a skill set from the 'Skills/Role Profiles' panel. Once the detailed information loads, click on the 'Delete' button.
3. The selected skill set will have been deleted.

## Creating Role Profiles

1. Click the

button, then click the 

button, and click on the 

button.
2. Enter a name for the new Role Profile and enter a code, keywords and a description. Click

.
3. Select the Skills/Skill Sets you wish to include in the Role Profile from the 'Skills' list on the left and click
. To remove skills/skill sets from the Role Profile, either click on the Skill/Skill Set name from the 'Role Profile contains' list on the right and click
or click on the
button to remove all included skills.

   The Skill/Skill Set(s) will go back into the Skills list. To select multiple skills/skill sets at once, hold down the Ctrl key while you click with the mouse. To adjust the order of the skills/skill sets in a Role Profile, select the skill/skill set from the 'Role Profile contains' list and either click the
button or the
button to adjust the order. To filter the skills list (by name, type, description, keywords, created by, role group or location group), click on the 'Filter' link, enter the data you wish to filter by and click 'Apply'. Click on the

button.
4. Assign the Role Profile to role or location groups by ticking the checkbox next to the group name. Selecting a group will associate this role profile with this group and every subgroup of this group. Click

.
5. To adjust the order of the training contained in the Role Profile, click on the name of a training item and click the
button or the
button.

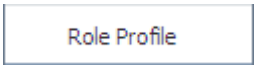
6. The Role Profile confirmation page will appear. To adjust any aspects of the role profile, click

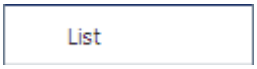
to go back through the New Role Profile wizard and change aspects of the role profile. Click the

button to create the new role profile.

## Editing Role Profiles

1. Click the

button, then click the 

button, and click on the 

button.
2. Click on the name of a role profile from the 'Skills/Role Profiles' panel. Once the detailed information loads, click on the 'Edit' button.
3. Make the required changes to the name of the skill set, keywords, the code and description. Click

.
4. Select any skills/skill sets you wish to include in the Role Profile from the 'Skills' list on the left and click
. To remove skills/skill sets from the Role Profile, either click on the Skill/Skill Set name from the 'Role Profile contains' list on the right and click
or click on the
button to remove all included skills/skill sets.

   The Skill/Skill set(s) will go back into the Skills list. To select multiple skills/skill sets at once, hold down the Ctrl key while you click with the mouse. To filter the skills list (by name, type, description, keywords, created by, role group or location group), click on the 'Filter' link, enter the data you wish to filter by and click 'Apply'. Click on the

button.
5. Make any changes to the role or location groups the role profile is assigned to by ticking the checkbox next to the group name (to add a new group) or by unticking the checkbox next to a group's name (to unassign the role profile from a group). Selecting a group will associate this role profile with this group and every subgroup of this group. Click

.
6. To adjust the order of the training contained in the Role Profile, click on the name of a training item and click the
button or the
button.
7. The role profile confirmation page will appear. To adjust any aspects of the role profile, click

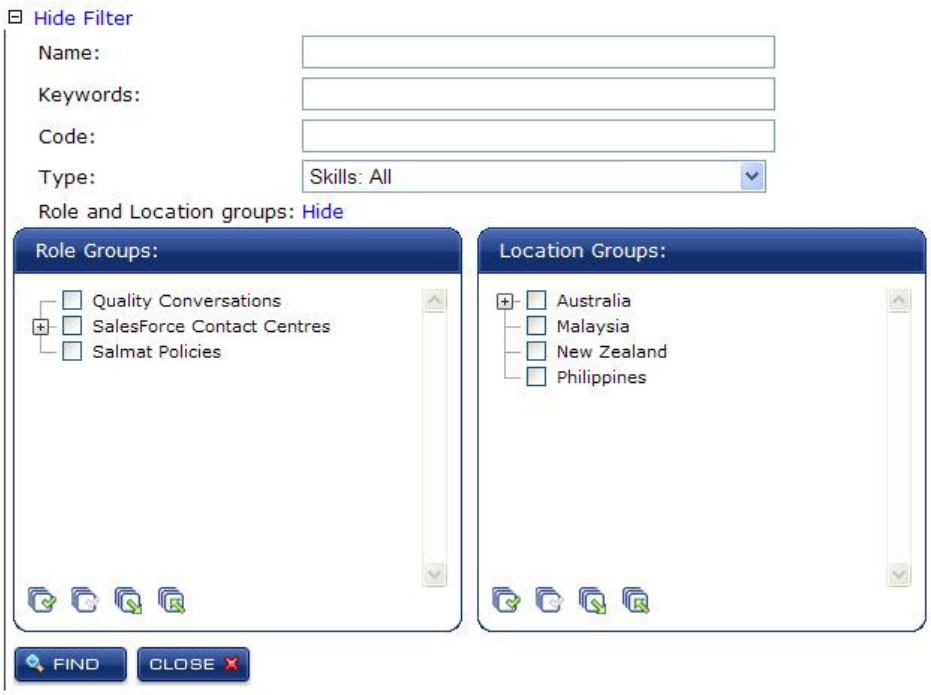
to go back through the Edit Role Profile wizard and change aspects of the role profile. Click the

button. The Role Profile will have been edited.

### Deleting Role Profiles

1. Click the Skills button, then click the Role Profile button, and click on the List button.
2. Click on the name of a role profile from the 'Skills/Role Profiles' panel. Once the detailed information loads, click on the 'Delete' button.
3. The selected role profile will have been deleted.

## Filtering Skills, Skill Sets and Role Profiles




You can filter the skills list (which contains skills, skill sets and role profiles) by:

- Skill/Skill Set/Role Profile Name
- Keywords
- Skill/Skill Set/Role Profile Code
- Type – skill set, skill, knowledge, competency, license or special
- Created by – the name of the Administrator/Trainer who created the Skill/Skill Set/Role Profile
- Role Groups
- Location Groups

Once you have chosen the parameters you wish to filter by, click the 'Apply' button. To clear the filter form, click the 'Clear' button. To close the filters panel, click on the 'Close' button.

# Manual TNA

Training Needs Analysis is a process undertaken by an Administrator or Trainer, in Skills Optimiser, to determine the training that a learner needs in order to possess all the skills required in their job role.

Training Needs Analysis
User Details
This screen is used to conduct a Manual TNA for a particular learner.
To conduct a Manual TNA click the 'TNA' icon next to the Users Last Name.
Filter: Type: "Learners"

| Role | | Last Name | First Name | Description | Username | Created | Email |
|---|---|---|---|---|---|---|---|
| | TNA | Addams | John | CSR | jaddams | 07 Aug 2008 01:11 PM | joel@aframe.com.au |
| | TNA | Black | Aydan | Clerk | ablack | 07 Aug 2008 01:00 PM | ablack@tech.com.au |
| | TNA | Cameron | Ben | Sales | bcameron | 07 Aug 2008 01:00 PM | bcameron@tech.com.au |
| | TNA | Creece | Tim | Accounts | tcreece | 07 Aug 2008 01:00 PM | tcreece@tech.com.au |
| | TNA | Davidson | Andrew | IT Officer | adavidson | 07 Aug 2008 01:00 PM | adavidson@tech.com.au |
| | TNA | Davies | Brent | Director | bdavies | 07 Aug 2008 01:00 PM | bdavies@tech.com.au |
| | TNA | Davies | Paul | Accounts | pdavies | 07 Aug 2008 01:00 PM | pdavies@tech.com.au |
| | TNA | Dietrich | Denise | Clerk | ddietrich | 07 Aug 2008 01:00 PM | ddietrich@tech.com.au |
| | TNA | Douglas | Simon | State Manager | sdouglas | 07 Aug 2008 01:00 PM | sdouglas@tech.com.au |
| | TNA | Flack | Brandon | Sales | bflack | 07 Aug 2008 01:00 PM | bflack@tech.com.au |
| | TNA | Frances | Aimee | IT Officer | afrances | 07 Aug 2008 01:00 PM | afrances@tech.com.au |
| | TNA | Gregory | Bruce | Accounts | bgregory | 07 Aug 2008 01:00 PM | bgregory@tech.com.au |
| | TNA | Harris | Troy | Admin | tharris | 07 Aug 2008 01:00 PM | tharris@tech.com.au |
| | TNA | Lee | Shane | Admin | slee | 07 Aug 2008 01:00 PM | slee@tech.com.au |
| | TNA | Nice | Joanne | Sales | jnice | 07 Aug 2008 01:00 PM | jnice@tech.com.au |
| | TNA | Nicholas | Stephen | Sales | snicholas | 07 Aug 2008 01:00 PM | snicholas@tech.com.au |
| | TNA | Pell | Ian | Sales | ipell | 07 Aug 2008 01:00 PM | ipell@tech.com.au |
| | TNA | Pelligins | Greg | IT Overlord | jeep | 24 Oct 2008 09:13 AM | joel@aframe.com.au |
| | TNA | Rivers | Rebecca | IT Officer | rrivers | 07 Aug 2008 01:00 PM | rrivers@tech.com.au |
| | TNA | Robinson | Wayne | Sales | wrobinson | 07 Aug 2008 01:00 PM | wrobinson@tech.com.au |
| | TNA | Smith | Felysha | Admin | fsmith | 07 Aug 2008 01:00 PM | fsmith@tech.com.au |
| | TNA | Smith | John | Learner | jsmith | 22 Oct 2008 03:28 PM | joel@aframe.com.au |
| | TNA | Stevenson | Glenn | Admin | gstevenson | 07 Aug 2008 01:00 PM | gstevenson@tech.com.au |

When creating a new learner, an Administrator or Trainer is given the option to decide when the Training Resources (that are associated with the Skills that are in this Learners Skill Profile) will be scheduled to this new Learner:

**To conduct a Manual TNA on a Learner:**

1. Click the Skills button, and click on the Manual TNA button.
2. Click the TNA icon next to the learner you wish to conduct the Manual TNA on.

You can also conduct a Manual TNA on a Learner by editing the Learner from the Users screen. For more information on this method, see the ‘Users – Manual Training Needs Analysis (TNA)’ section.

# Certificates

Skills Optimiser can be setup to be able to produce custom Portable Document Format (PDF) certificates for learners upon successful completion of a skill or training item associated with a skill.

To setup your version of Skills Optimiser with custom certificates, please contact your Salmat Learning Consultant.

# Reports

Reports are a great way to track Learners and their progress within Skills Optimiser. There are various options available when choosing the type of report you wish to view and how to view it. Reports on learners, assessments, activities, competencies, learning resources and courses are all easily accessible at anytime through the Learning Management System.

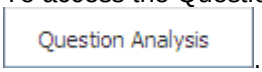
## Export Reports

There are seven types of exportable reports, which can be generated by all Administrators, Trainers and Managers:

- **Question Analysis**
  A report that shows "Question Analysis".
- **Learners and Training**
  A report that shows "All Learners" (that you have permission to view) and All Training (that you have permission to view)
- **Learners and Skills**
  A report that shows "All Learners" (that you have permission to view) and All Skills (that you have permission to view)
- **Trainers and Learners**
  A report showing all Trainers and the Learners they can see
- **Managers and Learners**
  A report showing all Managers and the Learners they can see
- **Skill Heat Map**
  A report which shows Learners and Skills results in a visual heat map
- **Training Heat Map**
  A report which shows Learners and Training results in a visual heat map

### Question Analysis

To access the Question Analysis report, click on the

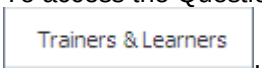
button and click on 

. From this page, you can select combinations of groups and training in order to populate the report as well as elect to send an email with the report by entering an email address in the box provided. To generate the report, click on the

button.

### Learners and Training

To access the Question Analysis report, click on the

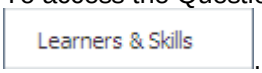
button and click on 

. From this page, you can select combinations of groups and training in order to populate the report as well as elect to send an email with the report by entering an email address in the box provided. You can also elect whether to include deleted learners in the report. To generate the report, click on the

button.

## Learners and Skills

To access the Question Analysis report, click on the

button and click on 

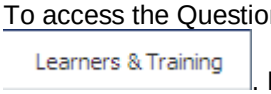
. From this page, you can select combinations of groups and skills in order to populate the report as well as elect to send an email with the report by entering an email address in the box provided. You can also elect whether to include deleted learners in the report.

To generate the report, click on the

button.

## Trainers and Learners

To access the Question Analysis report, click on the

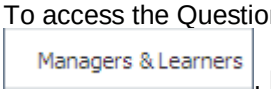
button and click on 

. From this page, you can elect to send an email with the report by entering an email address in the box provided. To generate the report, click on the

button.

## Managers and Learners

To access the Question Analysis report, click on the

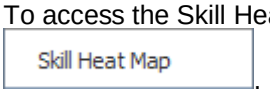
button and click on 

. From this page, you can elect to send an email with the report by entering an email address in the box provided. To generate the report, click on the

button.

## Skill Heat Map

To access the Skill Heat Map report, click on the

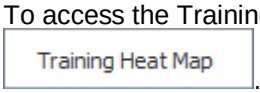
button and click on 

. From this page, you can select combinations of groups and skills in order to populate the report. To generate the report, click on the

button.

## Training Heat Map

To access the Training Heat Map report, click on the

button and click on 

. From this page, you can select combinations of groups and training in order to populate the report. To generate the report, click on the

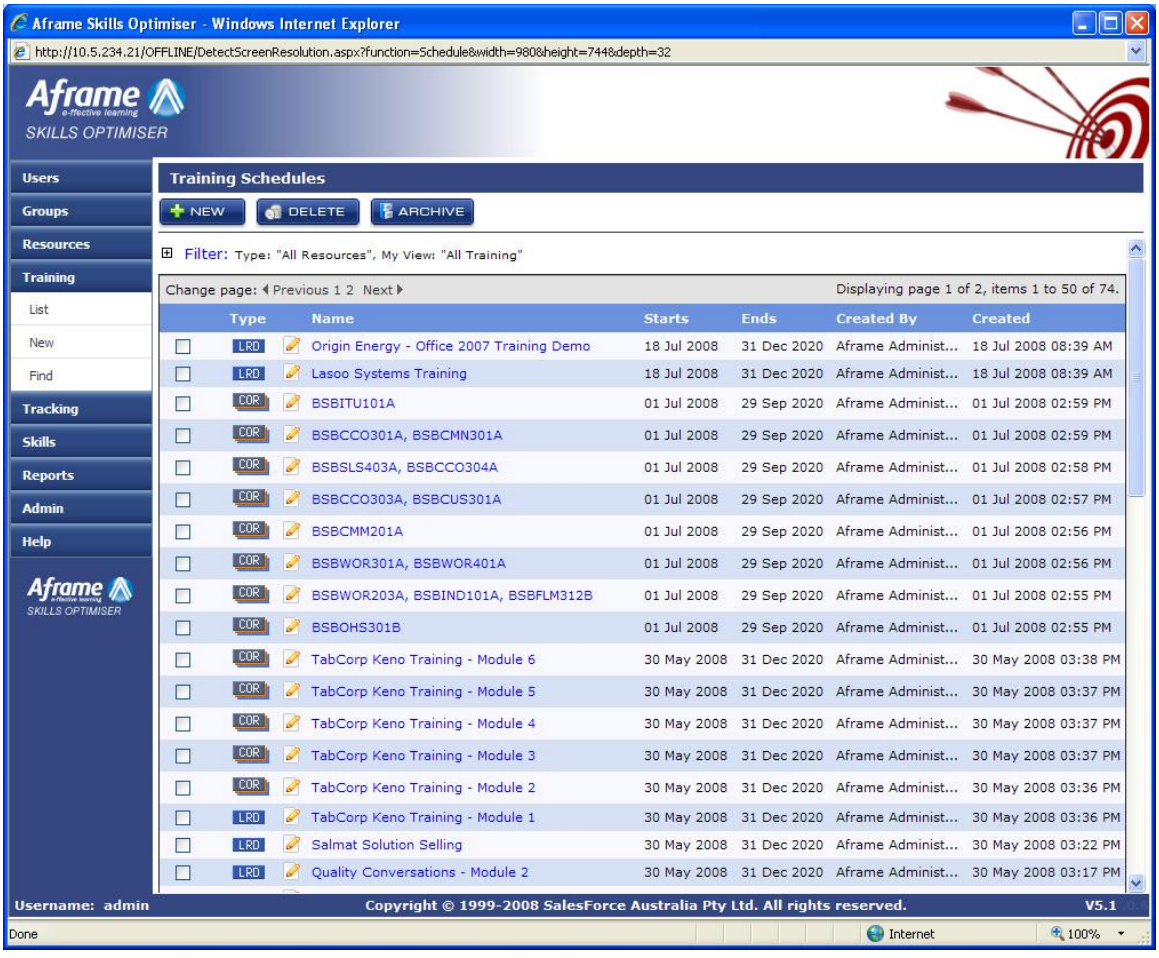
button.

# Generating Reports

The course report is a very informative report, from which other reports that can be generated from.

## Course Reports

To generate a course report, click the Training button, and click on List. You will be taken to a page containing a list of Training that has been created by the administrator.


Aframe Skills Optimiser - Windows Internet Explorer
http://10.5.234.21/OFFLINE/DetectScreenResolution.aspx?function=Schedule&width=980&height=744&depth=32
Aframe
SKILLS OPTIMISER
Users
Groups
Resources
Training
List
New
Find
Tracking
Skills
Reports
Admin
Help
Training Schedules
NEW
DELETE
ARCHIVE
Filter: Type: "All Resources", My View: "All Training"
Change page: Previous 1 2 Next
Displaying page 1 of 2, items 1 to 50 of 74.
Type
Name
Starts
Ends
Created By
Created
Origin Energy - Office 2007 Training Demo 18 Jul 2008 31 Dec 2020 Aframe Administ... 18 Jul 2008 08:39 AM
Lasoo Systems Training 18 Jul 2008 31 Dec 2020 Aframe Administ... 18 Jul 2008 08:39 AM
BSBITU101A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:59 PM
BSBCCO301A, BSBCMN301A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:59 PM
BSBSLS403A, BSBCCO304A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:58 PM
BSBCCO303A, BSBCUS301A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:57 PM
BSBCMM201A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:56 PM
BSBWOR301A, BSBWOR401A 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:56 PM
BSBWOR203A, BSBIND101A, BSBFLM312B 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:55 PM
BSBOHS301B 01 Jul 2008 29 Sep 2020 Aframe Administ... 01 Jul 2008 02:55 PM
TabCorp Keno Training - Module 6 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:38 PM
TabCorp Keno Training - Module 5 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
TabCorp Keno Training - Module 4 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
TabCorp Keno Training - Module 3 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:37 PM
TabCorp Keno Training - Module 2 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:36 PM
TabCorp Keno Training - Module 1 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:36 PM
Salmat Solution Selling 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:22 PM
Quality Conversations - Module 2 30 May 2008 31 Dec 2020 Aframe Administ... 30 May 2008 03:17 PM
Username: admin
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V5.1
Done
Internet
100%

Find a course from the list of training that you wish to generate a report for and then simply click the name of that course.

Upon doing this you will be presented with the following screen:

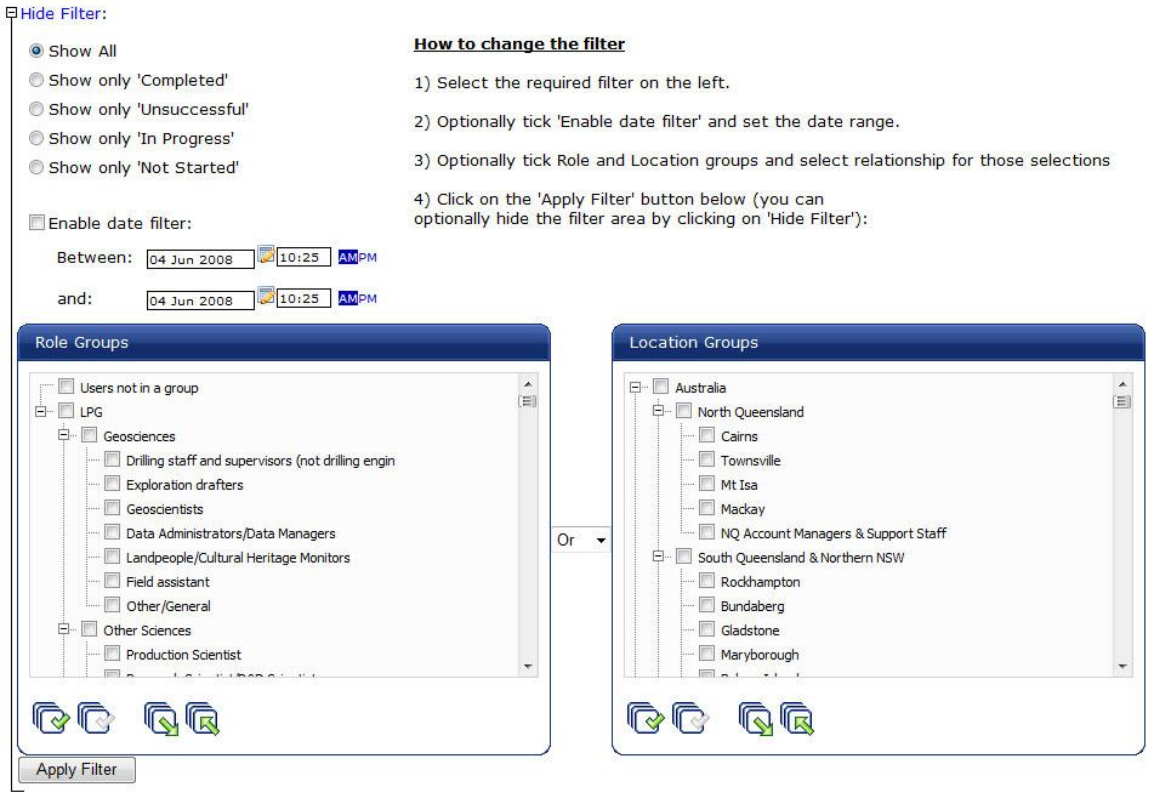
BACK
PRINT
Aframe
SKILLS OPTIMISER
Course: OCT 2008 - Privacy Policy
Properties
Scheduled By: Aframe Administrator
Available From:
Available Until: 14 days
Total CPD Hours: 0
Learner Statistics
Completed: 1 *
Unsuccessful: 0
In Progress: 3
Not Started: 6
Total: 10
Course Contents:
Type
Name
Not Started
In Progress
Unsuccessful
Completed
OCT 2008 - Privacy Policy 6 3 0 1
OCT 2008 - Privacy Policy - Module 6 0 0 4 *
OCT 2008 - Privacy Policy - Assessment 0 1 0 1
Course Outcomes:
Filter: Show All
Name
Group
Result
CPD Earned
Time Spent
Visits
Date Completed
Blogs, Joe Internal Completed 0 00:03:24 4 09 Apr 2008 05:49 PM
Mew, Sheridan OCT 2008 In progress 0 00:04:18 1 -
Smith, Brianna OCT 2008 In progress 0 00:02:52 4 -
Tickner, Justin OCT 2008 In progress 0 00:00:22 2 -
Denby, Neil OCT 2008 Not started 0 00:00:00 0 -
McSweeney, Fiona OCT 2008 Not started 0 00:00:00 0 -
Moore, Anne Marie OCT 2008 Not started 0 00:00:00 0 -
Steen, Marc OCT 2008 Not started 0 00:00:00 0 -
Tan, Anne-Marie OCT 2008 Not started 0 00:00:00 0 -
Wilson, Natasha OCT 2008 Not started 0 00:00:00 0 -
Page 1
* NOTE: Learning Resources (LRDs) are included when calculating whether a Course is Completed (as defined by your configuration settings). This means that a Course cannot have a Result of Completed unless all of its LRDs are also Completed.
Report Date: 08 May 2008 10:08 AM
Generated By: Aframe Administrator
BACK
PRINT

The course report can be broken up into 3 main areas.

**Course Summary** - The area at the top of the report provides us with an overall look at the course, who it was scheduled by, the dates that it has been made available, the total number of CPD hours for that course and a summary of learner statistics for the course.

Contained within the summary area of the course report is the course content. Here we can see a breakdown of the course and a summary of the learners that were unsuccessful, have not started, are in progress and have successfully completed each component of the course. The other main purpose of this part of the course report is to allow you to generate reports for each component of the course. To do this, simply click on the name of the Assessment, Learning Resource, Competency or Activity.

**Course Report Filter** – Between the course summary and course outcomes section of the course report is a filter. To access the filter simply click the "+" icon next to the word "Filter" or the word "Filter" itself. Upon doing so you will be displayed with various options in which to filter the results displayed in the course outcomes section of the course report.




The filter has 4 main options to choose from. Show only completed learners, show only unsuccessful learners, show only in progress learners and show only learners that have not started the course.

There are two secondary options when filtering the course outcomes. The first is to apply a date filter to any of these four options. To do this simply click the check box next to "Enable date filter" and select a start and end date.

The second is to apply a group filter to the course outcomes. To do this, simply click the check box next to the groups you wish to filter the results by or click one of the four buttons at the bottom of each group panel (Select All, Select None, Expand all groups and Close all groups). To select both role and location groups to filter by, change the drop down box between the role and location group panels to 'And'.

Once you have selected your filter options then simply click the "Apply Filter" button.

**Course Outcomes** – At the bottom of the course report is the course outcomes table. Displayed here is a list of learners that have either successfully completed, unsuccessfully completed, have not yet completed the course or are still in progress. The group in which this learner is part of in relation to this course is shown along with the total CPD hours earned for the course. This table also allows you to perform a number of tasks:

- To send an email to a learner, click the icon next to the learners name to open up a blank email addressed to that learner.
- For an individual break-down of a particular learner within the course, click the name of the desired learner. This will generate a break-down of all of the components of the course for this particular learner and the result and CPD Hour status for each of these components.

BACK
PRINT
Aframe
SKILLS OPTIMISER
Course: OCT 2008 - Privacy Policy
Learner Details
Name: Justin Tickner
Username: jtickner
Description: Test Account
Email: justin@aframe.com.au
Course Properties
Scheduled By: Aframe Administrator
Available From: 26 Feb 2008 03:24 PM
Available Until: 11 Mar 2008 03:24 PM
Available CPD Hours: 0
Course Results:
Type Name Result Completion Date CPD Earned Visits Attempts Time Spent
CRS OCT 2008 - Privacy Policy In progress - 0 2 - 00:00:22
LRO OCT 2008 - Privacy Policy - Module Completed 21 Feb 2008 02:05 PM 0 2 - 00:00:22
RSH OCT 2008 - Privacy Policy - Assessment Not started - 0 0 0 00:00:00
Report Date: 08 May 2008 10:12 AM
Generated By: Aframe Administrator
BACK
PRINT

To generate a learner information report for a learner, click the icon to the left of the learner's name. This report will contain a summary of the learner details, the list of groups that they have been assigned to and a list of training that have been scheduled to them. There is the ability to generate summary reports for the learner within this report which includes a 'Statement of Results' and a 'CPD Hours Statement' for the learner.

Clicking the icon associated with any training or course item contained within any of these two reports will take you to the corresponding report for that item. For example, clicking the icon next to a course name will take you back to the course report and the same applies for an assessment, activity, learning resource and competency.

The heading at the top of each column in the Course Outcomes table can be clicked to sort the table by that chosen field. By default the Course Outcomes are sorted by “Result”.

**Please Note:** When course outcomes are calculated, there is one option to consider. If the option to include Learning Resource Documents (LRDs) when calculating whether a Course is *completed* is chosen then a Course cannot have a Result of *Completed* unless all of its LRDs have been opened at least once. Likewise if the option to exclude Learning Resource Documents is chosen then for example a course containing 1 Assessment and 1 Learning Resource will be shown as *Completed* if just the assessment has been successfully completed.

## Activity/Competency Reports

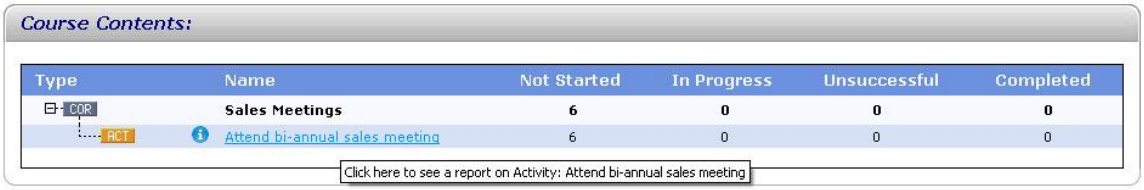
Activity or Competency reports can be generated in a number of different ways.

Firstly, click the

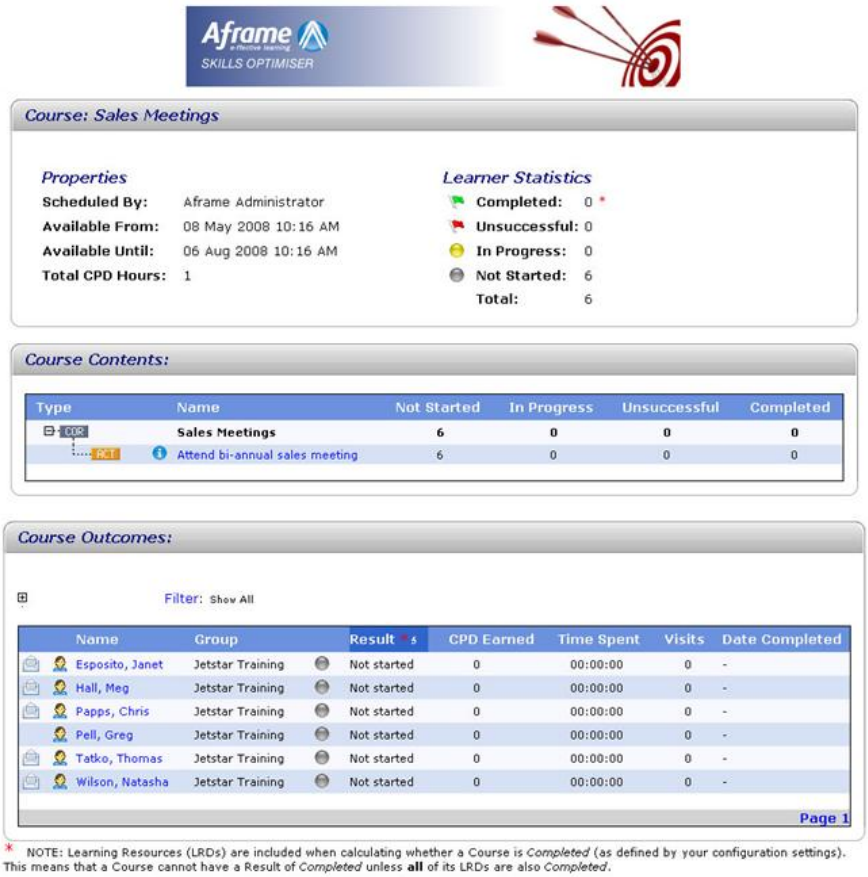
button on the left menu, and click on

. Then click the name of the scheduled activity or competency that you wish to generate a report for.

Alternatively if the Activity or Competency belongs to a Course, you can go to the Course Contents area of a Course Report and click the name of the Activity or Competency that you wish to generate a report for.




Below is an example of an Activity Report, the layout is similar in structure to a course report as well as the functionality. Filtering is offered except you just have the option to filter learners who have either Completed or have Not Yet Completed the Activity.

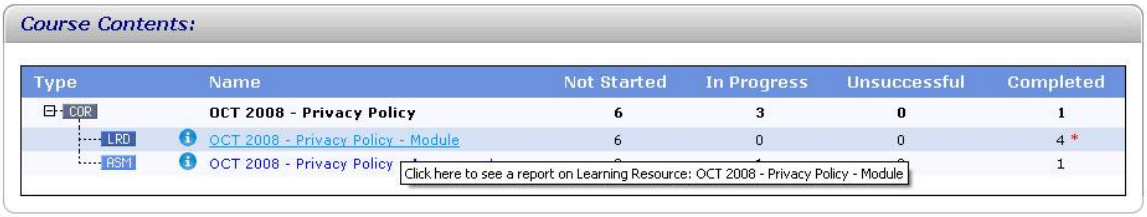


## Learning Resource Reports

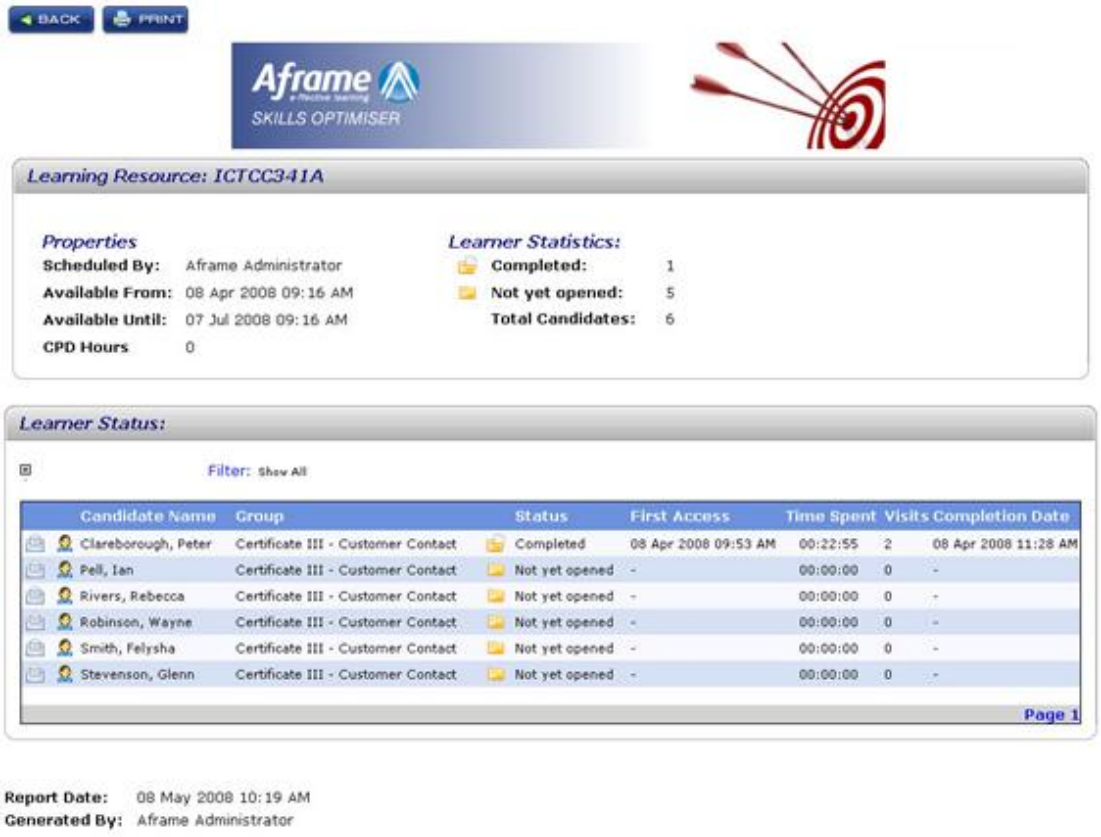
Learning Resource reports can be generated in a number of different ways.

Firstly, click the Training button on the left menu, and click on List. Then click the name of the scheduled learning resource that you wish to generate a report for.

Alternatively if the learning resource belongs to a Course, you can go to the Course Contents area of a Course Report and click the name of the learning resource that you wish to generate a report for.




Below is an example of a Learning Resource Report, the layout is similar in structure to a course report as well as the functionality. Filtering is offered except you just have the option to filter learners who have either opened or not yet opened the learning resource.

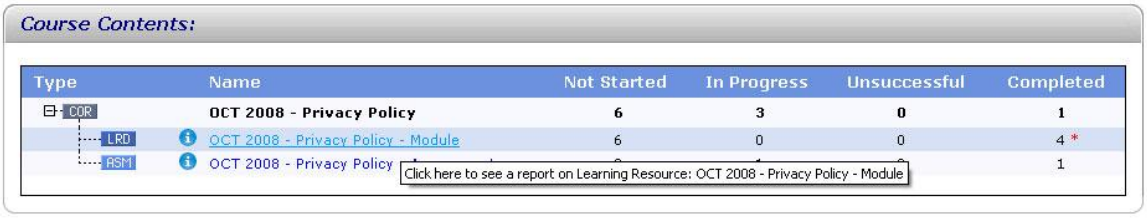


## Assessment Reports

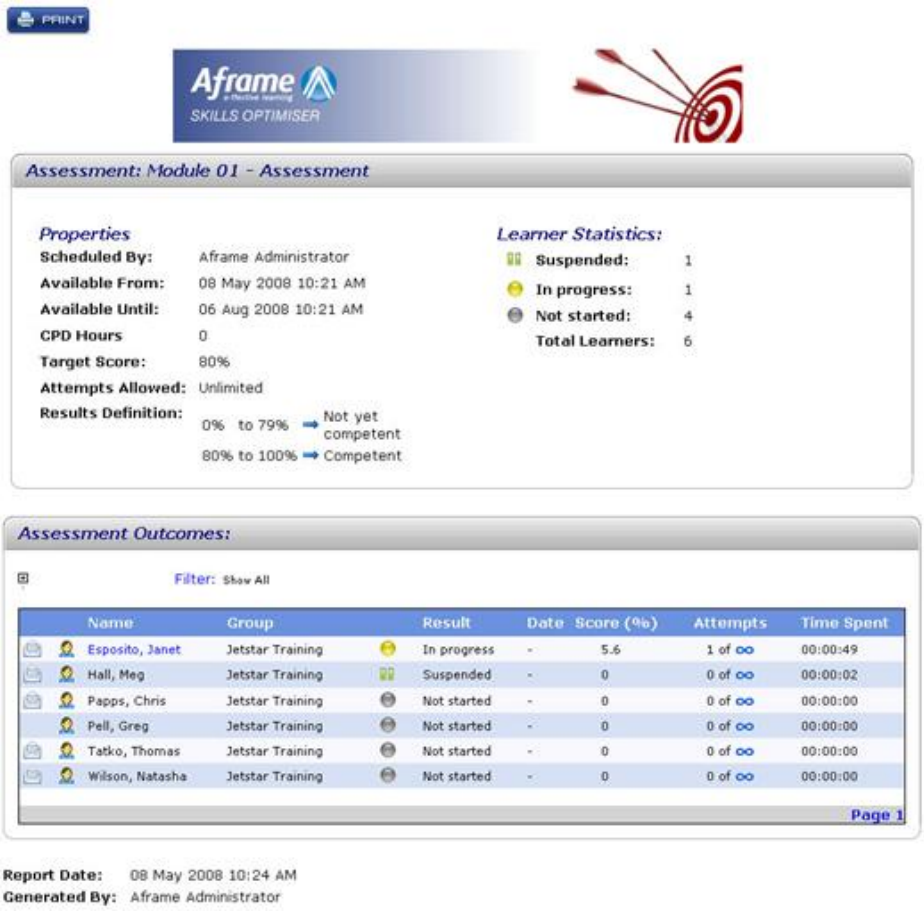
Assessment reports can be generated in a number of different ways.

Firstly, click the Training button on the left menu, and click on List. Then click the name of the scheduled assessment that you wish to generate a report for.

Alternatively if the assessment belongs to a Course, you can go to the Course Contents area of a Course Report and click the name of the assessment that you wish to generate a report for.

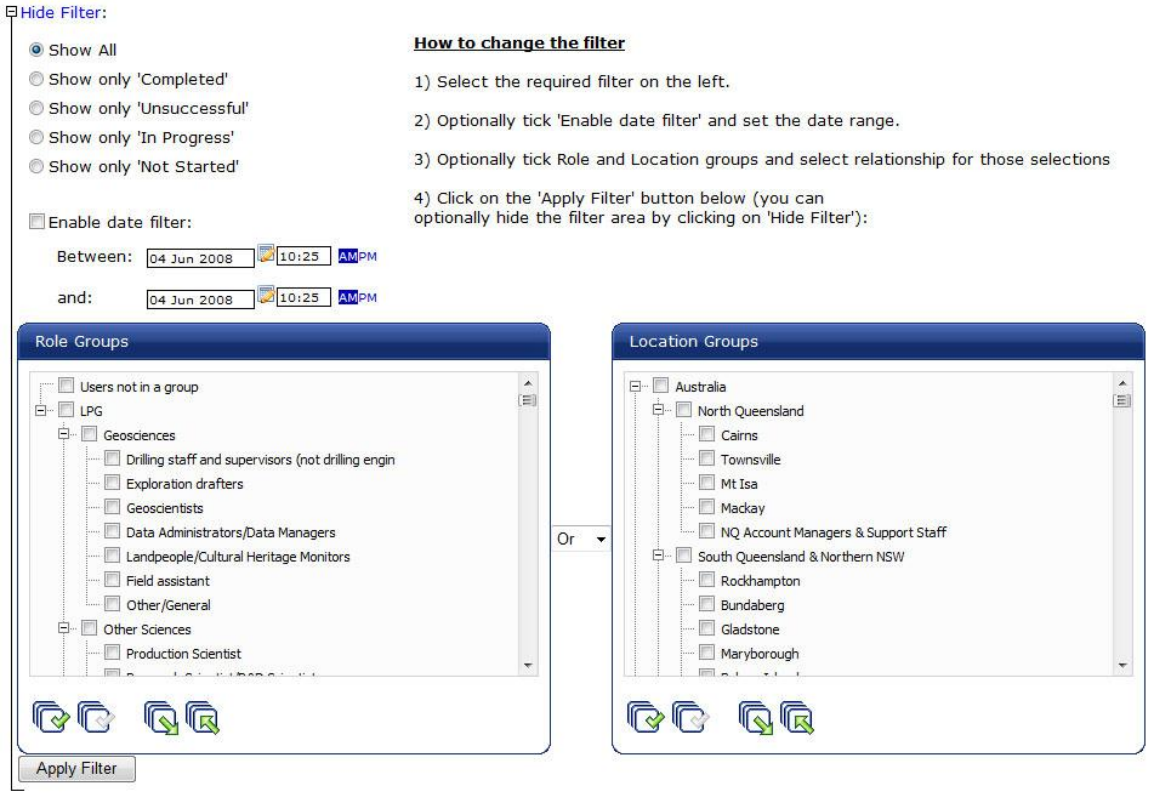



Below is an example of an Assessment Report, the layout is similar in structure to a course report as well as the functionality.

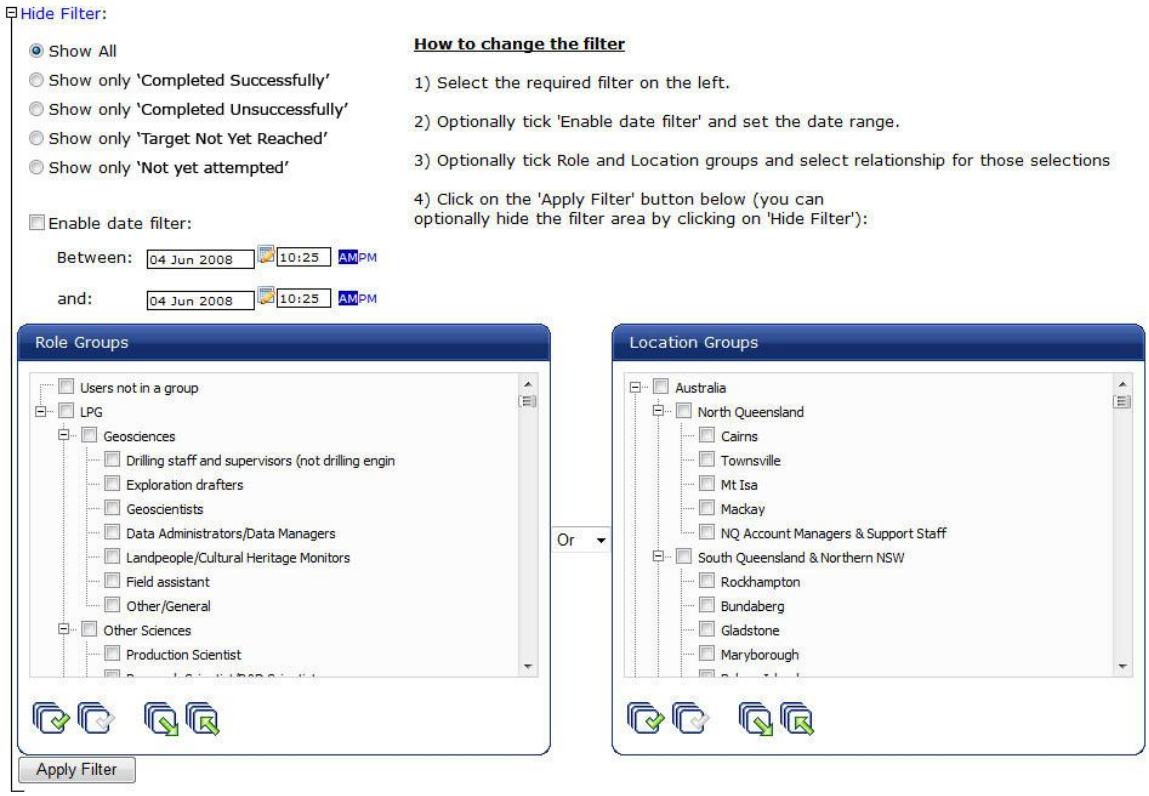


Filtering in an assessment report can change depending on whether or not a ‘Target Score’ has been set by the creator of the assessment.

If there is no target score set then you have the choice to filter the learners by “Completed”, “Unsuccessful”, “In Progress” and “Not Started”. As well as this, you can filter by date and role and/or location groups. To filter by role and/or location groups, simply click the check box next to the groups you wish to filter the results by or click one of the four buttons at the bottom of each group panel (Select All, Select None, Expand all groups and Close all groups). To select both role and location groups to filter by, change the drop down box between the role and location group panels to ‘And’.




If there is a target score set for the assessment then you have the choice to filter the results by “Completed Successfully”, “Completed Unsuccessfully”, “Target Not Yet Reached” and “Not Yet Attempted”. As well as this, you can filter by date and role and/or location groups. To filter by role and/or location groups, simply click the check box next to the groups you wish to filter the results by or click one of the four buttons at the bottom of each group panel (Select All, Select None, Expand all groups and Close all groups). To select both role and location groups to filter by, change the drop down box between the role and location group panels to ‘And’.




## Exporting Reports

Reports in Skills Optimiser can be exported to a format readable by Microsoft Excel. These exported reports maintain the visual layout of the Skills Optimiser reports, whilst being viewable outside of Skills Optimiser.

To export a report, click the

button from any report.

# Administration

The Administration section of Skills Optimiser allows you to allocate learner licenses, change the password of your Administrator account, as well as logout of Skills Optimiser.

## Licensing

The Admin page allows the Administrator to control which learners have access to the system at any point in time. It also allows the Administrator to update the number of Licenses available and allocate them appropriately to the necessary learners. Administrators, Managers and Trainers do not require a license to access the system.

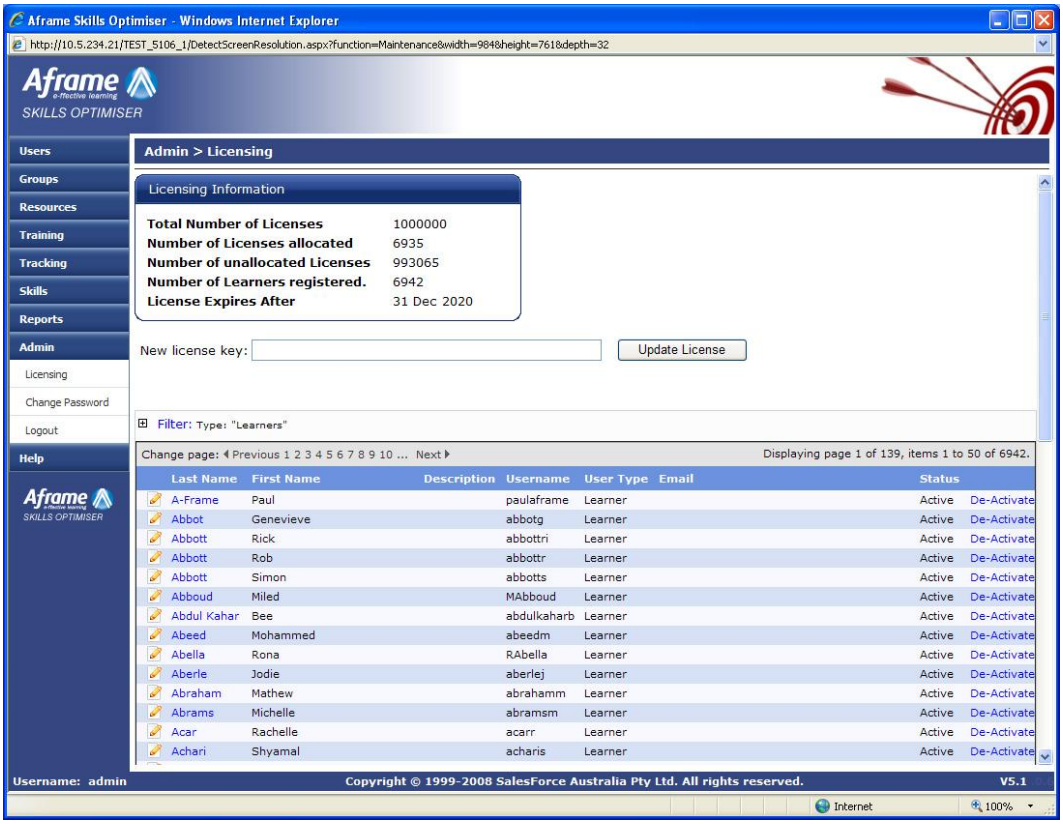
To access the Licensing page, click the

button, and then click

.

The Admin page gives the following details:

- Total Number of Licenses
- Number of Licenses allocated
- Number of unallocated Licenses
- Number of Learners registered on the database
- Date that the License expires on


Aframe Skills Optimiser - Windows Internet Explorer
http://10.5.234.21/TEST_5106_1/Detect5creenResolution.aspx?function=Maintenance&width=984&height=761&depth=32
Aframe
SKILLS OPTIMISER
Users
Groups
Resources
Training
Tracking
Skills
Reports
Admin
Licensing
Change Password
Logout
Help
Admin > Licensing
Licensing Information
Total Number of Licenses 1000000
Number of Licenses allocated 6935
Number of unallocated Licenses 993065
Number of Learners registered. 6942
License Expires After 31 Dec 2020
New license key:
Update License
Filter: Type: "Learners"
Change page: Previous 1 2 3 4 5 6 7 8 9 10 ... Next
Displaying page 1 of 139, items 1 to 50 of 6942.
Last Name First Name Description Username User Type Email Status
A-Frame Paul paulaframe Learner Active De-Activate
Abbot Genevieve abbotg Learner Active De-Activate
Abbott Rick abbottri Learner Active De-Activate
Abbott Rob abbottr Learner Active De-Activate
Abbott Simon abbotts Learner Active De-Activate
Abboud Miled MAbboud Learner Active De-Activate
Abdul Kahar Bee abdulkaharb Learner Active De-Activate
Abeed Mohammed abeedm Learner Active De-Activate
Abella Rona RAbella Learner Active De-Activate
Aberle Jodie aberlej Learner Active De-Activate
Abraham Mathew abrahamm Learner Active De-Activate
Abrams Michelle abramsm Learner Active De-Activate
Acar Rachelle acarr Learner Active De-Activate
Achari Shyamal acharis Learner Active De-Activate
Username: admin
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V5.1
Internet
100%

## Changing User Status

1. Click the

button, and click on

. A full list of Learners is displayed, showing their status as Active or Inactive.

2. To change a learner's status, click the blue hyperlink next to their status to Activate/De-activate the learner.

## Changing the number of licenses

If you wish to increase or decrease the number of learner licenses, simply contact Salmat Learning via email (support@salmatelearning.com.au) or phone 1800 701 109 to have your license details updated or if you are hosting your own version of Skills Optimiser, a license key will be sent to you to copy and paste into the "New License key" text field.

**Please Note:** If you have more licenses allocated to learners than you have currently available (this can happen if you request a decrease in the number of licenses), the system will not allow anyone to login until the number of licenses allocated equals the number of licenses available. A warning message will appear if this occurs.

## Filtering Users

1. Click the

button, and click on the

button.

2. The Learners licensing list will load. To show the filter panel, click on 'Filter'. To hide the filter panel, click on either 'Hide Filter' or the

button. To reopen the filter panel, click on 'Filter' again.

3. Enter information into one or more of the following fields:

    - User Status
    - First Name
    - Last Name
    - Description
    - Username
    - Email Address
    - Up to 3 Custom User Fields
    - Role and Location Groups (click 'Show' and select role/location groups to filter by. If you select both role and location groups, only learners that are in **both** the selected role and location groups will be displayed. To hide the role and location group lists, click 'Hide').

    Put in your filter parameters and click the

button.
    The use of wildcards (* and ?) are available, for example:

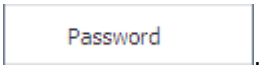
| Wild Card | Example |
|---|---|
| * - Replace any number of characters in the search criteria with * to search for an unknown word. | Search for the Resources regarding biochemistry and biochemicals:<br>Search using: biochem* |

| | |
|---|---|
| ? - Replace any character with ? to have that character equal any alpha-numeric character | Search for the Resource name :<br>Search using: K?te |

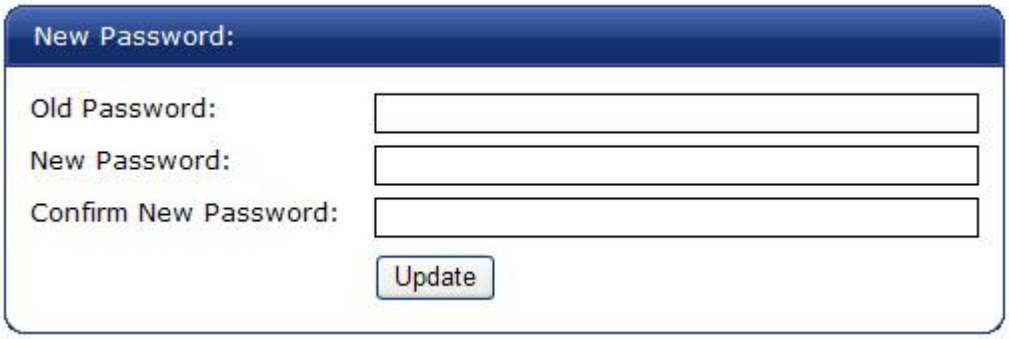
# Changing your Password

Passwords must be between three (3) and fifty (50) characters long comprising alpha and/or numeric characters. It is suggested that you change your password regularly and that you try to avoid obvious or normal word passwords.

1. Click on the

button, and click on 

.
2. Enter your old password in the 'Old Password' field.
3. Type in a new password in the 'New Password' field and retype the password in the 'Confirm New Password' field to confirm.
4. Click 'Update'.




# Logging Off

1. To logout of Skills Optimiser, click the

button.
2. The following message will appear:

Windows Internet Explorer
Are you sure you want to logout ?
Click 'OK' to logout (this Browser Window will close) or click 'Cancel' to go back.
OK
Cancel

3. Click OK to logout of Skills Optimiser.